

ABA Company Guide for Factoring Cost of QA

This guide will help you develop a comprehensive understanding of the costs involved in implementing and maintaining effective QA processes for your ABA company. As a result, you will be able to make informed decisions and ensure the highest quality of service for your clients and providers while not getting held up by unaccounted for costs.

When calculating the cost of Quality Assurance (QA) for your ABA company, consider the following factors:

Category:	Considerations:
<p>Company Size:</p> <p>-The number of clients and providers influences the level of oversight required.</p>	<ul style="list-style-type: none"> ▪ Larger companies typically deal with multiple insurance companies, each with its own unique guidelines. ▪ QA costs will increase as your company grows, requiring more resources to maintain high standards and support a larger team.
<p>Proficiency of Direct Service Staff:</p> <p>-Assess the experience and expertise of your employees.</p>	<ul style="list-style-type: none"> ▪ Staff that worked previously in other reputable agencies that focused on compliance and quality care may be more proficient in their role and may require less time spent in training and follow-up. ▪ Regardless of their previous experience, staff will typically require updated training tailored to the specific aspects of your company and your insurance payers.
<p>Proficiency of QA Staff:</p> <p>-Evaluate the experience and training needs of your QA staff.</p>	<ul style="list-style-type: none"> ▪ Staff with QA experience may still not be familiar with the QA specific roles within your company that you need to fill. ▪ Experienced QA staff may not be familiar with the unique requirements of your organization based on your state and insurance regulations. ▪ Consider time and costs for both initial and ongoing training support.

	<ul style="list-style-type: none"> ▪ Note that as the company expands, additional training will be necessary to address new situations as they arise.
<p>Internal Management and Outsourcing:</p> <p>-Consider whether you will manage QA in-house or have it outsourced</p>	<ul style="list-style-type: none"> ▪ Outsourcing can save time and effort but may involve additional costs. ▪ You may need to temporarily outsource QA services until your in-house QA system is fully established. ▪ While outsourcing can assist with QA reviews, you are still responsible for implementing any changes that were recommended by the third-party QA team. You are ultimately accountable for all QA processes of your company. ▪ Keep in mind that a BCBA, medical biller, AI system, or electronic platform alone cannot fully address your QA needs, as each only provides insights within its specific capacity.
<p>Access to Resources:</p> <p>-Evaluate whether you have access to existing resources and tools based on what is required and/or your company needs</p>	<ul style="list-style-type: none"> ▪ Obtaining resources from scratch can be more costly so if you do possess documentation or resources that can be helpful for QA, you may choose to use them <i>(Provided that they are your intellectual property and not taken without permission)</i> ▪ Modifying existing documents can be more costly than purchasing new documents if there are many corrections needed. ▪ Keep in mind that resources from third party vendors and sources (electronic platforms, AI-generated information, or google search) may be inaccurate or not applicable to the states and insurance payers that you operate with. ▪ Stockpiling documents in order to have them will end up costlier to replace or modify in the long run if they were not created for your company's needs.

<p>Unique Payer Requirements:</p> <p>-Be aware of any specific insurance requirements</p>	<ul style="list-style-type: none"> ▪ Individual requirements may result in changes to templates, QA reviews and follow-ups etc. which can impact your QA processes. ▪ Different companies have individual contracts which delineate unique requirements. ▪ Out of network with insurance companies will also result in less adherence to insurance payer standards since one is not bound by an insurance regulations. ▪ Very unique insurance requirements often require additional resources and customization, which can increase overall expenses. ▪ These caveats may result in more or less QA requirements and processes which will impact the QA cost.
<p>Meticulous with QA Standards:</p> <p>-Consider how specific and stringent your QA standards and practices will be</p>	<ul style="list-style-type: none"> ▪ Higher levels of safety and precision may result in increased costs. ▪ Too low standards may result in failure to maintain proper documentation in the event of an insurance audit. ▪ Being overly meticulous can lead to staff dissatisfaction and potential turnover. ▪ It's important to strike a balance that maintains high standards without overwhelming your team.
<p>Personal Preferences:</p> <p>- Take into account your preferences in the way templates, documentation, and policies are structured.</p>	<ul style="list-style-type: none"> ▪ Having highly specific preferences may result in higher costs of tailoring processes and materials to meet your liking.

**Since this industry is constantly evolving, it is important to keep in mind when consulting with mentors (e.g. current company owners) how much it cost them to set up their QA processes, especially if their company was established a while back. The information they provide may not always reflect the latest developments, particularly regarding cost factors. Always seek the most current data and industry insights in the markets that you plan to operate in, to ensure accurate and effective decision-making.*