



REVENUE CYCLE MANAGEMENT SERVICES

Helping You Collect Completely!

Healthcare Is In a State of Change

The U.S. healthcare system is going through some of the most dramatic and profound changes ever. Medical practices face multiple challenges and multiple hurdles these days, and it seems that everything is becoming more and more complex. Reimbursement rates are going down, billing / coding is becoming more and more complicated due to new rules from payers, new regulations seems to come along every day, and the list goes on. Your bottom-line is being eroded and you seem to work harder for less.

So what can you do?

Through the innovative use of technology and proprietary revenue cycle management methodologies, HCMA, Inc.SM Revenue Cycle Management Services helps practices maximize their revenue, while reducing your overhead and allowing you to focus more on patient care. We use the latest IT innovations and our own proprietary billing rules and processes to create a service unlike any other.

Helping Practices for Over 20 Years!

HCMA Revenue Cycle Management Services is a business unit of HCMA, Inc. We've been in business for over 20 years and have built a strong track record of helping medical practices all over the country.

Denial Management Expertise

One of the biggest billing and collection problems today, is that up to 20% of rejected claims are never corrected and re-submitted! With all of the ways that carriers find to deny or underpay a claim these days, this just isn't acceptable. We've designed a process to catch these underpaid and denied claims, correct

them and get them paid.

An Integrated Solution

With a HCMA, Inc. you no longer need to worry about the costs, labor or burdens associated with billing and collecting, posting payments, answering phone calls from patients about their accounts or maintaining your financial tables in your Compulink/Advantage application. We do all of that for you. And, we do it all with an expert knowledge of the Compulink/Advantage practice management applications.

Measuring Our Success

So how do you know we are delivering the benefits you expect? We provide constant feedback, including benchmarks, reports, and regular meetings to discuss how we're doing.

No "One Size Fits All" Approach

Since no practice is exactly alike, we don't offer one single solution and one single service rate. Instead, each practice is analyzed and reviewed to determine exactly which set of services it needs. The group of services may change over time as the practice evolves.

HCMA, Inc. Revenue Cycle Management Services, include:

- **Billing and Collections**
- **Electronic Claims Submission**
- **Electronic Remittance & Patient Payment Posting**
- **Accounts Receivable Follow-up & Management**
- **Statement Generation and Management**
- **Customer Service Account Management**

Billing and Collections

We use our own set of internal controls, checks and balances, audits and reports. Our billing and collections approach addresses the entire revenue cycle from functions that the practice performs, such as registration and charge capture, to those that we do – claim submission, payment posting and accounts receivable management.

Electronic Claims Submission

Using your Compulink/Advantage application, we generate HIPAA-compliant insurance claims and submit them electronically to as many insurance payers as possible.

Electronic Remittance & Payment Posting

We ensure that your practice is receiving as many electronic payments as possible. Using your Compulink/Advantage applications, we use ERA files to electronically post insurance payments from as many carriers as possible. We also post patient payments for you. (We work with you to help you collect as much “patient money” as possible while the patients are in your office – this has many benefits, including you not having to pay to for the posting work!

Accounts Receivable Follow-Up

HCMA's team includes people with dozens of years of A/R management experience. We've developed a number of unique processes and tools to most effectively work your A/R and collect as much of the reimbursement you're entitled to as possible. Since this is really a joint effort, we teach you things that you can do in your normal daily routine that makes us all as efficient as possible. It's important for us to treat your A/R as you would – for example,

under what conditions accounts may be turned over to collection, under what conditions accounts may be adjusted off as “bad debt”, etc. HCMA implements the rules to fit you, not the other way round.

Account Management

We assign an industry expert to your practice who meets regularly with you and your staff, ensuring that you understand your practice's revenue cycle performance, the drivers behind your performance and any trends that we may see. For larger clients, we also assign a senior Revenue Cycle Management Services executive who meets with you frequently to review organization-wide revenue cycle trends and issues, and adds strategic input to your revenue cycle-related business decisions.

OPTIONAL SERVICES:

Charge Capture

This service is for clients who want HCMA to enter their charges for them rather than enter them through their Compulink/Advantage application.

Customer Service

Knowledgeable and courteous billing professionals answer patients' billing questions to minimize the need for practice staff to do so. Our staff has real-time access to your data and your accounts in Compulink.

Accounts Receivable Wind Down

We can assist you with collecting outstanding charges that were incurred prior to your relationship with HCMA – perhaps after an acquisition of another practice.

Revenue Consulting Services

Do you have a revenue cycle opportunity but don't know what it is? Are you sure if outsourcing your revenue cycle management is the right thing to do for your practice? Most practice owners and managers don't know. And, if they believe they should be collecting more, they are not sure whether their practice management technology, their billing staff, or both, are to blame.

Our consultants can help you learn more about your practice's performance through an objective assessment of your current revenue performance. We compare your practice to practices of similar size and specialty in the areas of financial outcomes and results, operating processes and controls, and revenue cycle related costs. The result is that you have a clearer understanding of how you're doing and where you need help.

Whether you seek to add greater expertise in revenue cycle management, eliminate the hassles of overseeing billing or simply identify your revenue cycle opportunity, HCMA, Inc. Revenue Cycle Management Services can help. Contact us today and let us show you how we can improve your practice's operations, increase your bottom line and drive value and return.

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