



Explanation of Deliverables

Assessment – Process Evaluation and Recommendations

The key to any successful RCM functions is the measurement of key performance indicators (KPI's). These KPI's should closely match best practices as defined by many practice management organizations such as MGMA. VRS' comprehensive assessment tool is designed to effectively, expeditiously, and transparently get to the root of any points of pain within the revenue cycle and either suggest changes for process re-engineering or allow VRS to provide one of its short term, project oriented services, or long term partnerships.

- Identification of points of pain
- Identification of revenue leakage
- Review of KPI's (Key Performance Indicators) in relation to MGMA 'Best Practices'
 - Collection ratio – Gross and Net
 - Cash lag
 - A/R days outstanding
 - Aging breakdown
 - Review of denials
 - Review of follow-up procedures including correspondence, claim follow-up, and self-pay balance flow.
 - Brief review of system capabilities
 - Assessment of current billing costs, including staffing in relation to volume and opportunity costs due to inefficient management of A/R
 - Areas to reduce costs

RCM – A/R Management

VRS offers an array of RCM services all designed to meet the needs of our client partners. Our services are administered and delivered by a seasoned management team with decades of experience. The services can be chosen ala carte or in a transitional fashion. All RCM services utilize the GE Centricity Practice Management tool and EHR. Centricity is considered a leader in practice management software and is key to our success along with our team.

- **Accounts Receivable Clean-up**
 - Closed ended project oriented
 - Framing accounts to be worked
 - Comprehensive project plan with milestones
 - Reporting outlining A/R viability (A/R assigned v. Billable v. Collectible/collected vs. write-off)
 - Recommendations for process enhancement
 - Post engagement support and management

- **Extended Business Office (EBO)**
 - Placement timing variable
 - System agnostic
 - Assumption of post claim downstream RCM functions
 - Denial Management and reporting
 - Third Party Insurance follow-up
 - Self-Pay follow-up and collections
 - Credit balance/refund request processing
 - Monthly small balance and bad debt write-off
 - Accounts worked to closure over a 90-120 day period
 - Standard reporting and monthly management summary (additional custom reporting available for a minimal fee)
 - Senior management oversight

- **Revenue Cycle Partnering Services**
 - Patient Registration
 - ICD-10 and CPT-4 Coding
 - Charge Entry
 - Claims submission
 - ✓ Electronic and paper claims
 - ✓ Printing of claims and mailing (small fee applies for postage and associated mailing costs)
 - ✓ Robust and thorough clearing house scrubbing (small fee applies)
 - Payment Posting
 - Denial management and reporting
 - Processing and documentation of correspondence
 - Third party insurance follow-up including appeals
 - Self-Pay follow-up and collections
 - Credit balance and refund processing
 - Coordination of accounts to third party collection agency
 - Sophisticated monthly reporting
 - Dedicated account manager

- **Legacy System Spin Down**
 - Whether transitioning to VRS' long term EBO, the collaborative partnering service or just requiring resources to wind down an existing A/R system, VRS is there.
 - VRS frames the A/R to create a project plan with milestones designed to bring the legacy system to complete closure
 - Once framed, the accounts are prioritized to first effectuate collections against the most viable claims
 - All non-viable claims are identified based upon aging, balance size, etc.
 - All accounts are brought to a zero balance either through collection or write-off
 - VRS provides relationship reporting of the legacy A/R
 - ✓ Amount placed
 - ✓ Amount reviewed
 - ✓ Amount billed
 - ✓ Amount that is collectible

- ✓ Amount collected
- ✓ Amount not viable and reasons
- ✓ Recommendations for process improvement
- ✓ Comprehensive and dedicated management of the process with ongoing meetings

Other Key Services – Ala Carte

Each medical practice must meet individual challenges head on. Many times, resource restrictions prohibit many peripheral functions from being completed timely and effectively. VRS' array of supplemental services are designed to allow our client partners to select a service that meets their individual needs either on a short or long term basis

- Coding Services
- Transactional Services
 - Patient Registration
 - Charge Posting
 - Payment Posting
 - ✓ Managing refunds
 - ✓ Balance allocation (patient v. insurance)
 - ✓ Payment reconciliation
 - A/R write-offs
 - This can be the VRS 'backlog management' program or just ongoing support to relieve employee turnover or office capacity issues
- Denial Management
 - ✓ Services provided to timely and effectively work all denials, report on those denials to prevent collection viability due to timely filing deadlines and/or time frames to appeal a denied claims
 - ✓ VRS offers the technology through its Centricity driven 'Denials IQ' program to its Centricity client partners
 - ✓ Used extensively to practices who are again resource strained
 - ✓ Ongoing reporting and management of the process to enhance internal business processes.