# Full-Service Revenue Cycle Management Solutions

Healthcare Administrative Partners

*OPTIMIZING PROVIDER PERFORMANCE*

# We get it.

## Ask our clients.

Why do they choose HAP, and stay with HAP? They'll tell you we are just the right size for their needs. They'll also tell you that our team of tenured experts and our proven technology produce results that consistently outperform their prior vendor or internal team. HAP goes beyond traditional definitions of outsourced billing services, delivering the clinical analytics, practice management, and specialized coding expertise needed to fully optimize your revenue cycle despite the headwinds of modern healthcare. It's the reason why client referrals represent our #1 source of new business.

Don't just take our word for it.

Visit info.hapusa.com/client-testimonials right now to see what our clients are saying about us.

# You went into medicine to help people.

But the modern healthcare system is pulling you away from that mission, making you put too much time into managing your practice economics. At Healthcare Administrative Partners (HAP), we focus on minimizing your compliance risks and maximizing your revenues so you can focus on patient care.

Since 1995, providers have turned to us as a trusted educator and true business partner.

## What can we do for your practice?

### Maximize your revenue.

Collecting all of the reimbursements you've earned isn't easy. It takes a partner that is aligned with your financial success, expert in your practice specialties, and diligent in working the variables that matter. From complete billing and A/R management solutions to organizational planning and development strategies, we enhance revenue at every critical point in the process.

### Reduce your risks.

Compliance should never take a back seat to cash-flow. We understand the needs of healthcare practices executing complex procedures in high-volume environments. Our proven process helps reduce error rates and improve clinical documentation—all while ensuring your revenue cycle health.

### Increase your efficiency.

The mandate is clear: physician groups must do more with less. With over two decades of experience in coding, billing and practice management, we know the business pressures you face. Our team of experts and proven workflow technology integrates seamlessly with yours to deliver comprehensive RCM or customized solutions like standalone professional coding services. It's a great way to plug gaps in your staffing, stabilize cash flow fluctuations and lower your operating costs.

### Empower your decisions.

Innovation is not an option in the era of value-based payments. We provide practice leaders with data-driven solutions that elevate care quality, reduce leakage and build strong relationships with hospital partners.

## Specialties We Serve

Our client base of privately-owned and hospital-employed physician groups includes:

### Radiology

Your specialty is our specialty. Since our inception in 1995, we've been providing comprehensive radiology revenue cycle management to employed and privately-owned radiology practices and imaging centers. We have developed and refined a customized methodology that helps our radiology clients collect the maximum reimbursements they've earned, and do it faster. And our commitment to building your radiology practice value goes beyond coding and billing — with innovative analytics services, customized MIPS support and more, to help you thrive in the new healthcare economy.

### Emergency Medicine

New, complex payment models, shifts in payer mix, volume increases and reduced funding add more stress to the load ED physicians already face. HAP provides expert emergency medicine revenue cycle management services to many independent, fee-for-service hospital-based specialists, as well as hospital-employed physician groups. We've helped them navigate the complexities of reimbursement and compliance so they can focus on the myriad of other initiatives associated with clinical outcomes and operating efficiencies specific to emergency medicine.

### Pathology

Our pathology RCM services include management of all coding, billing and collections, as well as insightful business intelligence fundamental to growing your practice. Our team keeps current with the latest pathology reimbursement rules and technologies critical to optimizing your cash flow. We help reduce common documentation and coding errors that lead to denials and overcome the complexities currently affecting the field of pathology.

### Multi-specialty

Physician practices at the most respected hospitals and health systems in the nation partner with HAP because we continually refine our processes, invest in new technologies and employ an experienced team. We are experts at medical coding and billing and work diligently to optimize first-pass clean claims and accelerate the carrier reimbursement process. We bill patients quickly and accurately, increasing the rate of collection and reducing the impact of delayed cash flow.

# Core services

Front-end, back-end or full-service — we can help. When it's time to look elsewhere for your professional coding and billing needs, HAP is the partner that looks out for you.

## Revenue Cycle Management

- Dedicated, experienced client managers
- 100% charge capture
- Expert denial management workflow
- Proven process for expediting patient collections

## Clinical Coding Solutions

- Coding-only outsourcing services
- AAPC / AHIMA certified, specialty-focused coders
- Proprietary, rules-based workflow technology
- Review, report & educate
- Coding, documentation & charge capture audits

## Physician Education

- Ongoing, on-site & remote training
- Online physician-coder communication tool
- Clinical documentation improvement support
- Customized to practice needs

## Business Intelligence

- Digital dashboard for fast KPI views
- Patient and procedure level detail
- Unlimited ad-hoc reporting
- Billing system access

## Clinical Analytics

- Critical findings detection & follow-up automation
- Client-driven business process builds practice value
- Actionable data improves efficiency & outcomes

## MIPS Measure Assurance Services

- Resources & support to maximize compliance
- Customized Practice Profile
- Provider Quality Report Card®
- Qualified Data Registry

## Practice Management Consulting

- Operations & revenue optimization
- Strategic & financial planning
- Documentation / Coding & staffing assessments
- Physician practice start-up services



# RCM Timeline

## Contract Initiation

- Mutually agreed upon expectations and timelines for deliverables.
- Expert teams are established for direct lines of communication between your group and ours.

## Onboarding / Implementation

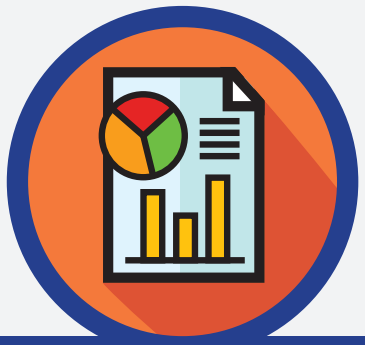
- Customized startup packet complete with onboarding resources to fully support your account.
- Dedicated implementation team focused on maintaining steady cash flow during the ramp up period and beyond.

## Coding Process

- Proprietary CODIA® system manages the coding workflow, performs compliance edits, and measures results.
- Comprehensive and ongoing education delivered by certified expert coders and their continuous template guidance to ensure optimal and standardized documentation.

## Billing Process

- Automated workflow coupled with human intervention to ensure maximum reimbursement.
- Accession auditing to verify 100% charge capture.



## Reporting/BI

- Interactive analytics offer flexible online reporting with unlimited query capabilities.
- Mutually agreed upon key performance indicators managed and available daily.

We've consistently transitioned physician groups to our RCM services with fast, positive impact on their revenue.

# HAP is redefining what it means to be a comprehensive

## Deep Dive Analytics

We've crushed the clichés of healthcare "big data" by creating a real-world, real-time solution for radiology practices that want to do more, and do it better. Deep Dive Analytics is an integrated clinical data analytics and business service that empower practice decisions and actions across a variety of critical performance areas.

Deep Dive Analytics improves care coordination and quality for patients while increasing practice value within the healthcare ecosystem.

## MIPS Measure Assurance Services

The healthcare reimbursement environment is changing, and so are the needs of your practice. Our MIPS Measure Assurance Services (MAS) provides the skills, expertise and tools needed to maximize your compliance program from a quality, reputational and financial perspective. Our services include:

- Our proprietary analytics and Provider Quality Report Card™, an industry-first tool that empowers your practice to assess performance in-progress, take corrective action and eliminate year-end surprises
- Our Qualified Data Registry that enables a standard methodology for MIPS Quality reporting to CMS, both at the group and individual level, and ensures your providers can be fully supported by our services
- A customized Practice Profile that evaluates key metrics in order to help determine the true impact of MIPS on your practice and build a foundation for maximized program performance based on current and changing requirements

Healthcare Administrative Partners — OPTIMIZING PROVIDER PERFORMANCE

**Provider Quality Report Card™**

As of 3/9/2017
*Estimated MIPS Quality Score for Performance Year 2017 (85% of total MIPS Score)*

**Provider Name: Dr. Smith – ABC Radiology Practice (TIN #)**
DOS Start Date: 3/1/2017
DOS End Date:

| Results: | | Total |
|---|---|---|
| Total Earned Quality Points (Base + Bonus) | 47.1 | (43.1 + 4) |
| Quality % Score (Earned/Available Points) | 79% | (47.0/60) |
| Total Quality Points earned towards MIPS 100 Points Score | 66.7 | (out of 85) |

| Measure | [1] Measure Title | [2] % Cases Reported | [3] Meets Performance | Measure Quality % | Base Points Associated with Quality % | Measure Type | Benchmark Available | High Priority | [4] Earned High Priority Bonus Points | [5] Base Points Included in Quality Score |
|---|---|---|---|---|---|---|---|---|---|---|
| 195 | Radiology: Stenosis measurement in carotid imaging reports | 59/82 72% | ● | 97.26% | 6.4 points | Process | Yes | No | N/A | √ |
| 225 | Radiology: Reminder System for screening mammograms | 149/158 94% | ● | 100.00% | 10 points | Structure | Yes | Yes | Meets "1st reported" Requirement | √ |
| 145 | Radiology: Exposure time reported for procedures using fluoroscopy | 42/68 62% | ● | 99.72% | 9.2 points | Process | Yes | Yes | 1 | √ |
| 405 | Appropriate follow-up imaging for incidental abdominal lesions+ | 67/94 71% | ● | 18.2% | 3 points | Process | No | No | N/A | ---- |
| 146 | Radiology: Inappropriate use of probably benign assessment category in mammography screening+ | 67/94 71% | ● | 0.00% | 10.0 points | Process | Yes | Yes | 1 | √ |
| 76 | Prevention of Central Venus Catheter (CVC) - related bloodstream infections | 17/37 46% | ● | 94.38% | 3 points | Process | Yes | Yes | No | ---- |
| 147 | Nuclear Medicine: Correlation with existing imaging studies for patients undergoing bone scintigraphy | 67/94 71% | ● | 99.67% | 8.5 points | Process | Yes | Yes | 1 | √ |
| 406 | Appropriate follow-up imaging for incidental thyroid nodules+ | 149/158 94% | ● | 100.00% | 3 points | Process | No | Yes | 1 | ---- |
| 436 | Radiation consideration for adult CT: Utilization of dose lowering techniques | 59/82 72% | ● | 97.26% | 3 points | Process | No | No | N/A | √ |

*Our proprietary analytics and Provider Quality Report Card™, an industry-first tool that empowers your practice to assess performance in-progress, take corrective action and eliminate year-end surprises*

# revenue cycle management partner.

## Practice Management Services

We offer a broad range of management consulting services designed to address the financial and operational challenges of modern physician practices. Our experienced team is adept at addressing both obvious and hidden issues affecting your practice profitability and growth potential. After conducting a thorough assessment of your practice, we work with you to establish critical objectives and develop strategies to quickly improve your revenue cycle returns. Areas of focus include:

- Strategic Planning — feasibility studies, tax management, joint ventures and mergers/acquisitions
- Operational Assessments — revenue optimization and management, documentation, coding assessments and staffing
- Physician Practice Start-up Services — credentialing, benefits planning, governance and organization

## Customer Care Center of Excellence

With patients paying a greater share of healthcare costs out-of-pocket, it's more important than ever to treat your patients like the valued customers they are. Our Customer Care Center of Excellence, operated by well-trained and tenured staff, handles your patient communications promptly and professionally. We ensure a seamless billing and payment experience so that your patients receive the same high level of respect and care as they do at your office.

# Partner with us and redefine your bottom line.

## Contact HAP today

to empower your practice.

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