

# STI CHOICES

*Now with Revenue Cycle Management*





## **Dear Healthcare Professional,**

I would like to introduce you to STI Computer Services. Everyone likes choices, because every medical practice is different and STI provides more choices than any other vendor. Whether you need to replace an old, inefficient billing system, add Electronic Medical Records, transition to Revenue Cycle Management to improve your revenue, or move to the cloud, STI is the right choice for your medical practice.

## **Practice Management**

With the STI ChartMaker® Medical Suite you can install the modules that you need today, and later add more. For example, you can replace your old billing system with STI's Practice Manager and Appointment Scheduler today and later add EHR functionality.

## **Choose Your EHR**

If you want to use an EHR, we offer two choices with options for an easy-to-use ChartMaker® Lite module to do the minimum to meet the government's requirements, or ChartMaker® Clinical with specialty templates if you would like create progress notes. ChartMaker Clinical is integrated with Dragon Naturally Speaking so you can talk your notes into the EHR rather than "click" them in. Or, you could use a combination of templates and voice. Both ChartMaker® EHR options are ONC certified and include e-Prescriptions.

## **Hosting Options**

STI provides choices on how to host your software. If you prefer, you can host the system yourself in your office or take advantage of "STI Cloud"; an Internet-based option, and let STI host the application for you on our secure servers.

## **STI Managed Services**

Unlike other vendors that can't be bothered with supporting your equipment, STI provides a choice to get your own hardware or let STI be responsible for the entire installation. We also provide an option for hardware managed services that provides 24/7 off-site hardware monitoring and back-up services for your equipment. If you use software from a company other than STI - no problem - most likely we can provide managed services on that as well.

## **Choose In-House Billing or Revenue Cycle Management**

STI offers a Revenue Cycle Management choice, to improve your cash flow in which you share the EMR with a STI Revenue Cycle Partner who will provide insurance and patient billing, payment collection, and posting, as well as follow-up services at a percentage of collectable revenue. All information remains under your control and ownership.

I'm sure that you will find that STI is your best choice in total practice management. Plus, our reputation for software and technical support are unmatched in the industry. Read on for more information about our products or call me at 800 487-9135 ext. 1188, or my mobile telephone 610-608-0173.

Joe Cerra

National Sales Manager  
STI Computer Services, Inc.

## *STI ChartMaker Medical Suite*

The STI ChartMaker® Medical Suite is a unified suite of products that can be installed modularly within your office. STI ChartMaker® is designed with the latest technology for the future -- Microsoft SQL database and Microsoft's .Net framework for both client/server and web-based applications.

You can pick and choose the software applications that you need today; billing, scheduling or two options for Electronic Medical Records (EMR) and add the rest whenever you desire in an affordable, phased implementation. More importantly, just like Microsoft Office®, all ChartMaker modules can work independently, or share information and function as a medical practice suite if combined.

*See Pages 4 - 8 for details.*

## *STI Cloud Option*

STI provides choices on how to host your software. If you prefer, you can take advantage of STI Cloud; an Internet-based option, and let STI host, update, and back-up the application for you on our secure servers for one affordable monthly charge. With STI Cloud you access your practice information from anywhere via the Internet. All software, support and portal fees are included in one monthly fee.

STI provides a unique option to switch from ChartMaker® Cloud to our in-house client-server version or vice versa and continue to use your patient information as data. All data is owned by you and returned to your practice. Vendors with only a cloud-based software version have a stranglehold on your valuable patient data and your practice.

*See pages 9 for details.*

## *Revenue Cycle Management Option*

STI offers a Revenue Cycle Management (RCM) option with either the in-house or cloud versions. We provide a cooperative approach in which you enter patient demographic information, and charges through the EMR and an STI RCM partner will provide insurance and patient billing, payment collection and posting, as well as follow-up services at a percentage of collectable revenue. You control the accuracy of your patient data, can view all information, and only pay for charges that are collected.

Most likely you will substantially reduce your costs as well as improve collections with professional Revenue Cycle Management from an STI partner. If you qualify, some or all software and up-front costs may be waived for the period in which you use STI's professional Revenue Cycle Management.

*See Pages 11-12 for details*

The STI ChartMaker® Medical Suite is made up of four affordable, integrated modules for Practice Management and Electronic Medical Records. They can be purchased separately, or work as a software suite when combined sharing data between the applications.

STI provides you with the option of hosting the software in your office (client server) or having STI host with the STI Cloud.

STI has been serving the medical community since 1979.

STI offers both on-site and web-based training. If you want more on-site and less web-based training, we will accommodate your request for additional training at an affordable upcharge.

You can use an Apple iPad or iPhone to view and work with the STI ChartMaker System.







*STI has everything you need for successful practice management. The STI ChartMaker® Medical Suite Includes: Practice Management/Electronic Billing, Appointment Scheduling, Electronic Medical Records, and Document Management.*

If you are looking for a complete, affordable, integrated solution to your practice software needs, you've come to the right place. There is no need to look any further.

STI ChartMaker® has all the features you need for electronic claims processing, appointment scheduling, managed care, reports, document management and electronic medical records. All of our software products are true Microsoft Windows® applications.

Since 1979, we have dedicated our company to meet the requirements of the physician marketplace, and to understand its unique needs. We installed our first practice management system in 1979. That practice remains a customer to this day.

We introduced the STI Clinical EMR in 1997, years before most practice management vendors understood that there was a need for an EMR in the ambulatory environment. Our programming staff is working today on tomorrow's practice software solutions.

Your software investment is protected because we are committed to the physician software market. STI has all the pieces that you need.

STI is a stable vendor with over 150 employees dedicated to the best possible service. Our goal is to provide you with the tools you need to operate a more efficient, productive, and profitable medical practice today and in the future.

Each practice is unique and one software solution does not fit everyone. STI has designed its software suite into modular components so that you can select only the pieces that you need today, and you can feel secure in knowing that you can add additional components when and if you need them.

In this brief overview, we will show you why STI is the right choice for your medical office. Whether you own an individual practice or an integrated health system, STI combines all the elements of a successful medical office management system such as: practice management, electronic medical records, and system support into one extraordinary product. Now, and in the future, STI offers you the best value.

### **STI ChartMaker Medical Suite Features, Services and Options:**

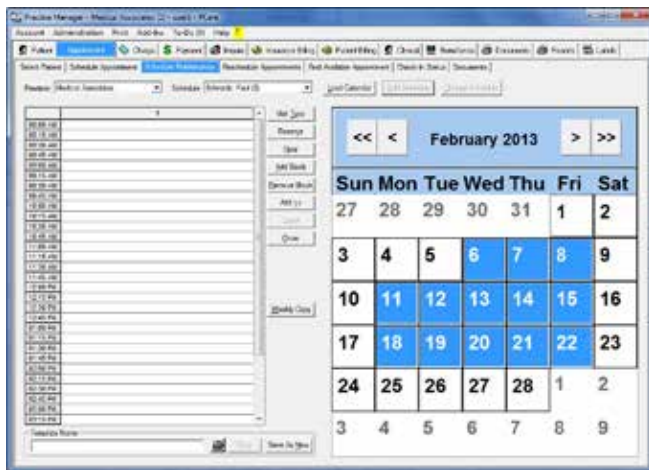
- ◆ Electronic Medical Records
- ◆ ePrescribing
- ◆ Claims Scrubbing
- ◆ Authorization Checking
- ◆ Procedural Follow-up and Recall
- ◆ Electronic Patient Statements
- ◆ Patient Inquiry
- ◆ Security & Audit Trails
- ◆ HIPAA Compliant
- ◆ Payment Profile Checking
- ◆ Full Range of Practice Reports
- ◆ RVU Analysis of Profitability
- ◆ Internet Access Capability
- ◆ Automatic Telephone Reminder System
- ◆ Patient Portal
- ◆ Laboratory Management
- ◆ Device Interfaces
- ◆ Insurance Card Scanning
- ◆ Eligibility Checking
- ◆ Equipment
- ◆ Support
- ◆ Upgrades

### *The STI ChartMaker® Options include:*

**ChartMaker Practice Manager**  
**ChartMaker Lite**

**ChartMaker Scheduler**  
**ChartMaker Clinical**

*We've designed the STI ChartMaker® Scheduler to work in an intuitive and logical manner making it an easy transition to move from your old system to a modern, efficient computerized system.*

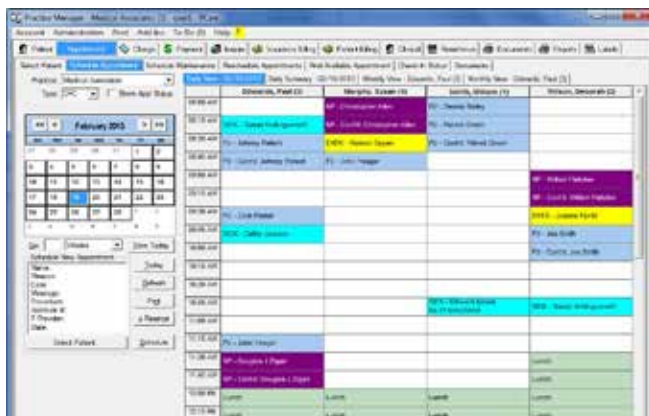


## Appointment Scheduling System

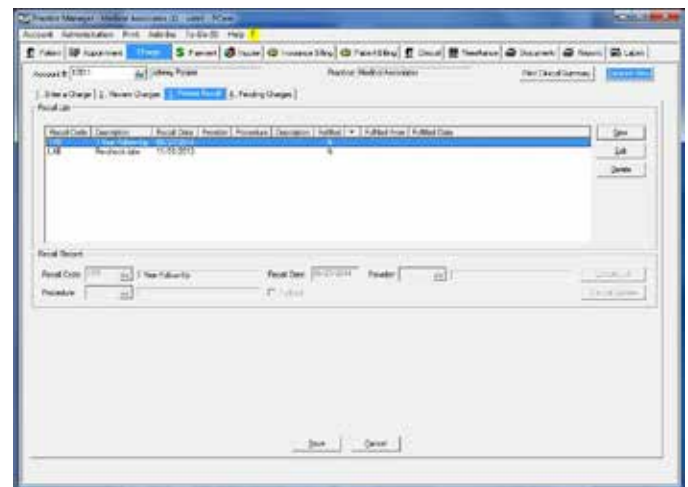
You have the ability to schedule appointments separately for all your providers and practices, for years in advance! The unique feature of the ChartMaker® Scheduler is its combination of flexibility and rigidity. The system gives the physician or office manager tremendous flexibility in specifying not only when, but also how appointments are scheduled. Once this intelligence has been built into the system, even untrained operators can schedule appointments effectively and accurately.

Extensive use of graphics makes the STI Scheduler both easy to use and efficient. Each day is depicted in a graphical format showing all available appointments and the name of the patients scheduled for each slot. These graphical depictions give the operator the ability to add appointments efficiently at a glance.

Within each time slot, you have the capability to specify the type of visit permitted. For instance, many doctors prefer to schedule all their consultations at the beginning of the office hours. ChartMaker® Scheduler permits you to store this intelligence into the system, and next to each appointment slot is a listing of all "valid" visit types.



The calendar screen gives the operator an at-a-glance indication of how busy each day is. Color can be used to indicate the type of appointment scheduled. The find option helps to quickly find an appointment by many different criteria. The system also checks pre-certification authorization, surgical follow-up days and tracks missed or canceled appointments in the patient's inquire file.



## Check-in and Patient Tracking

A patient can be checked-in once they arrive and their time and location tracked throughout your practice. This information will appear on both the Clinical and Scheduler screens. Once a patient checks out, reports can be generated showing the process time for patients.

## Electronic Eligibility Checking

STI Scheduler can quickly verify patient eligibility directly from our Appointment System or on a per-patient basis. Sending and receiving electronic insurance referrals also is available with ChartMaker® Practice Manager. Other functions included are computerized patient recall reminders for procedures like flu shots, tests, medications, x-rays, or physical exams.

## Automatic Patient Reminder Module

STI Scheduler has an optional module to automate your appointment and recall reminders. The Automatic Patient Reminder Module will automatically dial and remind your patients about their up-coming appointments and recalls on a cost-per-call basis.

*“The Center for Medicare Services (CMS) has reported that it rejects 26% of the claims it receives. While that number is astonishing, more astonishing is the fact that 40% of those rejected claims are never resubmitted. Using Medicare’s statistics, the lost revenue per physician is about 10%. On a per physician basis, this ranges from approximately \$25,000 to over \$50,000”.<sup>(1)</sup>*

## Electronic Transmission of Insurance

Electronic billing with ChartMaker® Practice Manager provides practice benefits to avoid lost revenue and can pay for itself with improved electronic billing procedures and collections.

### Here’s how ChartMaker® Practice Manager can help:

First, electronically submitted claims are scrubbed for errors by ChartMaker® Practice Manager. They are not keypunched or manually reviewed at the insurance carrier and, therefore, less likely to be rejected. Studies show that practices that bill electronically experience 21% fewer rejections. <sup>(2)</sup>

Second, within 24-48 hours you will be electronically notified that the submitted claims have been accepted or rejected. If rejected they can be corrected and resubmitted the same day.

Third, electronically submitted claims are typically paid faster. “By law, Medicare must pay an electronic claim in 14 days. The same paper claim wouldn’t be paid until day 26.”<sup>(2)</sup>

Fourth, electronically submitted claims are automatically tracked with ChartMaker® Practice Manager. If a claim is not paid within the agreed to time, a report can be generated, the carrier contacted and the charge reviewed, and ChartMaker® Practice Manager can automatically resubmit the claim.

Fifth, after you are paid, ChartMaker® Practice Manager checks your contracted fees to ensure that you are being paid correctly, and automatically bills your secondary carrier or the patient.

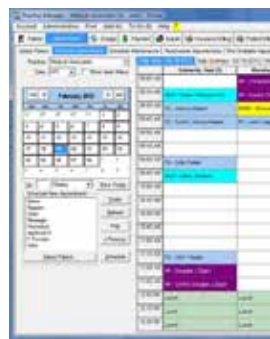
## The Paper Chase

With ChartMaker® Practice Manager you can electronically bill all commercial carriers as well as Medicare. If you do not bill all claims electronically you face an additional labor cost in tracking hard-copy commercial claims. With hard-copy claims, there is no way of knowing if the commercial carrier received your claim or its status without a telephone call for follow-up.

## Electronic Statements

ChartMaker® Practice Manager generates and sends an electronic batch of patient statements. You have the opportunity to review the statements prior to sending and remove any statements you do not wish to send. Electronic statements are printed, prepared, and mailed by a third party, saving your office both the time and money required to manage this function in-house.

### Appointment Scheduling



### Patient Registration & Eligibility Checking



### Electronic EHR with Charge



## Auto Posting

In many cases, ChartMaker® Practice Manager electronically posts your EOMB automatically, checks your profiles for correct payment accuracy, and balance bills your patients, saving most practices hundreds of labor hours each year.

## Data Inquiry

With the ChartMaker® Practice Manager “Patient Driven” Inquiry section, you have access to all patient information in a logical format in one place, making it easy for even the novice ChartMaker user to find needed information.

## Data Entry

ChartMaker® Practice Manager provides for the entry of patient charges, recall requests, co-pay payments, and clinical information from within the charge entry process,

the logical place and time when this information is fresh in the operator’s mind. The ChartMaker® EMR patient charges pass automatically from the optional EMR module into the charge screen for review.

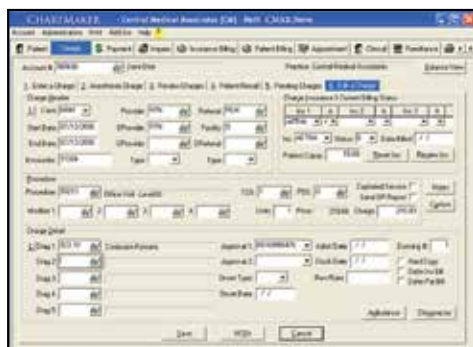
## Revenue Cycle Management Option

STI also offers a Revenue Cycle Management option. We provide a cooperative approach in which you enter patient demographic information and an STI RCM Partner will provide insurance and patient billing, payment collection and posting, as well as follow-up services at a percentage of collectable revenue. Call for details.

(1). HCFA Continues to “Re-Engineer” Medicare. BDO Seidman, LLP, Healthcare Advisory Services newsletter. March 2000.

(2). Speed up payments with electronic transmissions, by Kristie Perry Dolan, Medical Economics Magazine, October 27, 1997, pgs 59-60.

### Payment Posting

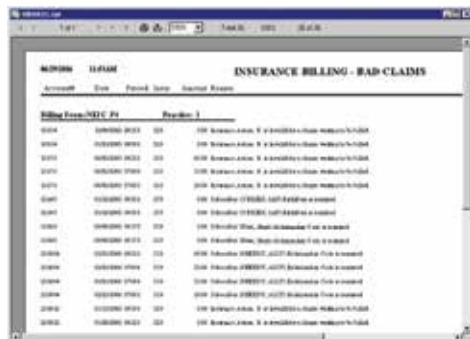
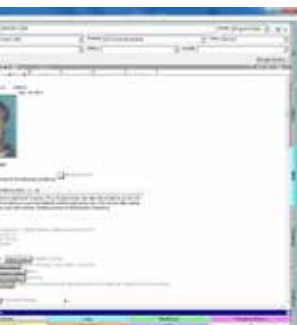


### Electronic Claims Submission



Healthcare Revenue Cycle

### Claim Scrubbing





*Since we first released ChartMaker® in 1997, we've learned how to move a physician office from paper-based to computerized patient charts. This experience is one of the primary benefits of using our phased implementation approach.*

## STI's ChartMaker® Lite EMR benefits:

STI's ChartMaker® Lite is a low-cost, Electronic Medical Record (EMR) System for medical practices, designed to be installed in a phased implementation to move the medical practice from a hand-written, manual chart system to a legible, computerized, electronic medical record system. ChartMaker® Lite is step one and designed to overcome physician's objections to time consuming, computer data entry of patient data into the medical chart. Instead, it focuses on EMR benefits and minimizes the amount of "hands on entry" required by the physician.

### We Can Get You There

I've heard from many physicians that they are concerned that implementing an EMR in their practice will be both expensive and disruptive and that they will be required to reduce the number of patient visits that they can schedule during implementation as they learn to use an EMR.

STI ChartMaker Lite was designed to remedy these issues and comply with the Government EMR requirements to attain Meaningful Use and avoid Medicare penalties with the least amount of disruption and expense to your office.

STI has produced a simple and easy to use EMR to meet Meaningful Use requirements without forcing you to computerize your entire patient chart. Once you are comfortable with ChartMaker Lite, you can choose to add other modules in a phased implementation approach reducing cost, stress, and disruption to your practice workflow.

## ePrescriptions and Prescription Printing

When you see a patient for a problem, you can review any medications that you prefer to prescribe for this condition. With a mouse click or pen tap, you can prescribe and print or ePrescribe the patient prescription, with dispensing and personal instructions, update the active medication list, and add the drug to the patient's history.



## STI's ChartMaker® Clinical EMR benefits:

- ◆ Eliminate paper charts and their related storage space.
- ◆ Eliminate lost charts and manual chart pulls.
- ◆ Get out of the office sooner and work or access your electronic charts from home or another location.
- ◆ Reduce errors and the time to document a note or referral letter.
- ◆ Provide printed patient handouts to reduce medical liability.
- ◆ Produce legible, and E&M compliant chart notes for proper billing purposes.
- ◆ Eliminate or reduce transcription costs.
- ◆ Quickly document notes from pre-designed templates by mouse click or pen tap.

The STI ChartMaker® Clinical module allows the physician and your staff to create customized templates for specific needs and to create progress notes, provide personalized patient handouts, and additional correspondence.

You can easily select a template(s) and complete an evaluation. Notes can be entered either by mouse, pen, transcription, or spoken directly into the ChartMaker® voice recognition module. Prescriptions or laboratory work is monitored through the system. You can quickly create any required correspondence to a referring physician based upon the information found in the chart. Plus, you can improve your level of chart documentation with our E&M Coding Assistant.

## STI's ChartMaker® Clinical EMR features:

- |  |  |
|--|--|
| ◆ Chart Organization with customized tabs              | ◆ Training Either On-Site or Web-Based     |
| ◆ Workflow Management                                  | ◆ Illustration of drawings and photographs |
| ◆ Messaging  | ◆ Security & Privilege System              |
| ◆ Orders Management                                    | ◆ Patient Tracking System                  |
| ◆ Document Management                                  | ◆ Patient Portal                           |
| ◆ Voice Recognition                                    | ◆ Health Portal                            |
| ◆ E&M Coding Assistant                                 |  |
| ◆ Electronic Prescriptions and Prescription Management |  |
| ◆ Query & Reports                                      |  |
| ◆ Flow Sheets over Time                                |  |
| ◆ Custom "Flex Form" Feature                           |  |
| ◆ Wireless Pen Tablet Input                            |  |
| ◆ Template Building Services                           |  |
| ◆ Faxing Documents                                     |  |



STI Cloud is an ASP model option. ASP stands for Application Service Provider, or another popular name is 'Software as a Service (SaaS)'. Although the ASP model appears to be a new way to use medical practice software, it is actually a very old model that used to be called a time sharing model in the 1970s. In the early days of expensive computers, many companies could not afford to purchase their own mainframe and instead decided to share computer time with other companies in an effort to reduce costs.



## *Client Server vs. ASP Model*

If you have done any shopping for medical software, you have probably already encountered these terms. STI offers both of these options to our customers, so we are indifferent to the option that you choose. We are more concerned that you understand the pros and cons of both options.

### **Client Server**

A client server model is basically one where your medical practice has the file server in your office. A server is a computer with a large amount of memory. This is the machine onto which the software is loaded, and all of the patient information is kept. You are responsible to maintain the file server, and to complete data back-ups in case of a server failure. File servers typically have a useful life of about 5 years and then they need to be replaced.

**STI Client Server Option:** This is a purchase decision. You need to pay for software but this cost can be lease/purchased to make the monthly expense similar to an ASP monthly cost. Once the lease is paid, your main cost is for software updates and occasionally replacing the file server. The server is in your location and in your control. Access to your data is faster and there is no need to worry about a lost Internet connection.

### **STI Cloud/ASP**

An ASP model means that STI is responsible for the file server and hosting your software, data and completing data back-ups. The server is not hosted in your office but at a secure site at another location and your medical office accesses.

In reality this is basically a rent versus purchase decision. Choosing ASP is a rental decision and the client/server choice

is a purchase or lease/purchase decision. However, like any decision there are pros and cons that should be considered.

**STI Cloud/ASP Hosting Option:** This is a rental decision. You may pay a smaller initial monthly fee. You do not need to purchase software or software updates. You do not need to purchase a file server, however you do need to purchase computer equipment for local use. You are not responsible for making daily backups. You may experience interruptions in information access if you lose Internet connectivity; and the most important factor in this decision is if you can get a fast, reliable Internet connection in your office. With the STI Cloud option your practice is not responsible for paying software, portal fees, or software support. Another benefit of the ASP is that you do not have to worry about purchasing a new server if your server gets old or breaks.

## *Benefits and Costs*

So what's the real difference? As is so often the case, cost and convenience are the major difference between these two options. With STI Cloud, you have no large up-front and on-going costs. Some practices prefer only paying one monthly charge on their credit card rather than multiple annual charges for software updates, portal fees, ePrescribing fees, etc. Plus you have no need to complete daily data back-ups, program updates, buying and maintaining a file server. You can also access your data from anywhere with a web browser,

The STI client server model is more like buying a home. You are the one responsible for keeping up with maintenance, but you will generally be able to pay off the purchase in a few years with a lease/purchase agreement and afterwards you only have to pay for upkeep. In the long run, owning is always cheaper than renting. But you are responsible for the property and it's harder to pick up and move if something changes.

## *STI Advantages*

Unlike other vendors, STI offers both a Client Server and STI Cloud choice. More importantly with STI Cloud you can convert to an outright purchase price at a later date if you desire or continue paying monthly. Other vendors may return your data to you on a CD with PDFs, but this data is not usable. To really use your data, you need the software program and not just the data. This is a really big difference, and it is important that you understand it.

With both of the STI options, there is no charge for Electronic Data Interchange (EDI) with insurance carriers for electronic claim submission, or auto-posting of the EOMB, or patient eligibility checking. Most vendors charge between \$59/month and \$79/month for each provider submitting electronic insurance claims and between \$10/month and \$20/month for each provider for their electronic EOMB posting options. Something as small as \$59/month for one provider is more than \$25,000 over a 36 month period.

## Common Sense vs. Nonsense

"It is unwise to pay too much, but it's worse to pay too little. When you pay too much, you lose a little money — that is all. When you pay too little, you sometimes lose everything, because the thing you bought was incapable of doing the thing it was bought to do. The common law of business balance prohibits paying a little and getting a lot — it can't be done. If you deal with the lowest bidder, it is well to add something for the risk you run, and if you do that you will have enough to pay for something better."

*John Ruskin (1819 - 1900)*

## Experience

We have the experience you require from a medical office vendor. We've installed over 3,000 practices since 1979. Whether you need to replace just an old, inefficient billing system, add Electronic Medical Records, or completely replace your current system, STI is the right choice for your medical practice.

## Lessons Learned

The same criteria that you used in the past to select a billing software vendor should be applied to your EMR vendor. In selecting EMR software and in fact any software the most important element is the viability of the vendor providing the software and their commitment to keeping the product up-to-date. The decision you are making is more about the viability and future of the vendor than the bells and whistles in the software product itself.

## Support

One of the first and most important aspects to consider when purchasing new software is the level of software support that will be included with the new system.

Support is so important because it does not matter how eloquently written a piece of software is. It's important to know how well a company can assist you when you need them.

Every vendor claims to have great support. Who wouldn't since it is easy to claim and more difficult to dispute. Ask specific questions like, "How long is your average call back time for support calls?" and "Is your support team at your main location or is it outsourced to some other company or country?"

## How Practices Select Computer Systems - Criteria

### First time:

1. Price (56%)
2. Easy Implementation
3. Easy to Use
4. Software Fit
5. Function
6. Equipment
7. Growth
8. Support
9. Documentation
10. Vendor

### Second Time:

1. Support (56%)
2. Vendor
3. Equipment
4. Growth
5. Software Fit
6. Documentation
7. Function
8. Easy Implementation
9. Easy to Use
10. Price

Source: IBM Study

## Cost

Many practices put too much emphasis on the cost of the system as the sole buying criteria. A medical system is a complex combination of computer equipment, software, training, software updates, support, and hardware maintenance. Cost is just the tip of the iceberg. However, when you do compare costs, compare all of the costs, not just the initial purchase price.

## Don't Forget Lessons Learned

"Those who cannot remember the past are condemned to repeat it"

*George Santayana (1863-1952)*

When selecting EMR software, use the same criteria that you would for a Practice Management (Billing) System including:

- ◆ Vendor Viability ◆ Training (Onsite, Web-Based or Classroom) ◆ Support & Upgrades ◆ Who Owns the Software?
- ◆ Practice Management & Electronic Billing Included ◆ Cost (One-Time or Monthly Cost Forever)

**For more information contact; Joe Cerra at 800-487-9135 extension 1188 or cell phone 610-608-0173, or by email [jcerra@sticomputer.com](mailto:jcerra@sticomputer.com), or fax this form to (800) 971-7735.**

Name: \_\_\_\_\_ Practice: \_\_\_\_\_

Address: \_\_\_\_\_ Specialty: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip code: \_\_\_\_\_

Telephone: \_\_\_\_\_ Email: \_\_\_\_\_

☐ Please call me to set up a demonstration and provide an exact quote.

☐ Please send additional information about ChartMaker Medical Suite.



# Managing The Healthcare Revenue Cycle



A successful billing process starts with the right practice management and electronic billing software like the **Chart-Maker® Medical Suite**. Once you've chosen your computer technology, the next step is to decide whether to assign the billing function to your own office in-house staff or outsource it to an STI Revenue Cycle Management (RCM) Partner.

The billing process relies on getting the correct patient and insurance information into the system. Errors in data entry result in rejections, and it's possible that a claim can be electronically submitted but immediately denied without ever entering the payer's system for processing. Often, staff in the physician's office forget or don't have time to retrieve the next-day reports that will tell you if your claims were accepted. A rejection on this vital report means that your claim was not in fact submitted. If your staff doesn't catch the error in time, the claim may be rejected for timely filing with no appeal possible.

An STI RCM Partner can insure that charges entered by you or your office staff are done correctly and completely. They will submit your claims, retrieve the next-day reports, and re-submit any necessary corrections. They will record payments and follow up on denials, rejections, and low payments.

Skilled staff at an RCM Partner can review your aging reports for slow pays, uncover unpaid claims that have been purged by the insurance companies, and send bills to secondary payers. Patient bills can be submitted for you, and if you choose, your patients can call the RCM Partner with questions instead of interrupting your busy staff.

The advantage of using an RCM Partner is that you reduce internal labor costs and a professional partner most likely will have more experience dealing with the insurance carriers than your own staff since this is all that they do. That frees your staff to provide better patient service and not sit on the phone talking to insurance carriers.

Since an RCM company only gets paid a percentage of your collections, they need to work your accounts to get paid. For example, the RCM Partner receives only pennies of each dollar collected for you.

To evaluate an RCM Partner you need to determine your internal cost of collections and compare that to the RCM cost plus any additional collections that they can provide. For example, if they can collect an additional \$10,000/month you receive more revenue than before using an RCM Partner, and your staff is available to do more important work on patient care. So an RCM Partner can in effect pay for itself.

STI Revenue Cycle Management partners have been trained to work with the ChartMaker software. These companies can provide you the option of either a cloud based or client-server version of ChartMaker.

The combination of the ChartMaker EMR system with a professional RCM service to verify the accuracy of billing information and to follow-up on claims can provide any practice an advantage. With the ChartMaker EMR a physician can enter charge and diagnostic information directly from the patient chart. That information can be accessed and processed by an RCM Partner for processing and follow-up, freeing your staff of time consuming telephone calls and providing you with more compensation.







**EHR eRx ACA ICD-10**  
**M R PQRS MIPS HIPAA**  
**MU ACO PCMH**

### Here is a one physician practice's actual result

<b>Average Collections before RCM</b>	<b>\$33,019/month average</b>
<b>Average Collection after RCM Fees</b>	<b>\$39,782/month average</b>
<b>Additional Provider Income</b>	<b>\$81,156 per year</b>

Here is a real example of a one physician practice in the Philadelphia Metropolitan area. Prior to STI's Revenue Cycle Management (RCM) program this physician was doing his own in-house billing and collection. During 2013 his average collections were \$33,019/month.

After switching to STI's Revenue Cycle Management and a ramp up period of about 90 days, his collections increased to an average of \$39,782/month after paying RCM fees. To annualize this improvement, this single physician increased collections by \$81,156/year.

Plus, his staff now has more time for patient issues and FREE STI ChartMaker technology to better manage his practice and stay compliant with government regulations.

We can't guarantee that your practice will achieve the same increase in collections, because results depend upon a lot of factors. However, we can provide a free practice analysis, and consultation to let you know if you are a good candidate for improvement.



**STI COMPUTER SERVICES, INC**

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