Revenue Cycle Management

For Surgical Centers

CHART MAKER® | RCM (Revenue Cycle Management) PARTNER

STI Computer Services provides products and services to Surgical Centers.

The fact of the matter is that there is just more work to do. You need to manage insurance claims, computer technology, ransomware attacks, Internet service, telephone management, patient referrals and authorizations. All the while you're managing patient issues, like surgical preparation, scheduling, Electronic Medical Records, ePrescribing requirements, patient reminder calls, follow-up calls and recall, that require your staff to collect and manage more patient information.

New medical insurance plan options mean that your staff needs to keep up with multiple insurance changes, rules and regulations of multiple and different insurance plans and to check patient eligibility every time you have an encounter.

A recent Medical Economics article (1) states that "As doctors have to meet more and more requirements to get paid, they need to rely heavily on their staff to collect and enter data that insurers will review and use to determine payments". As one of our customers who switched to an STI Revenue Cycle Optimization program said to us, "We just couldn't keep up!"

STI offers Revenue Cycle Optimization with billing assistance to surgical centers and medical practices. This is about how you can use your people more productively on items that matter, and more importantly not needing to add additional staff to keep up with the workload. Also, there is a concept about the quality of work. For example, sitting on hold for 30 minutes on an insurance payer phone line is low-quality work and not very satisfying to the person doing the job. Helping a patient to have a successful procedure or solve a problem is high-quality work that is less stressful and more satisfying to your staff members.

STI understands that the demands of running a successful surgery center requires more staff time than was the case even 5 years ago.

The goal of the STI Revenue Cycle Optimization program is the division of labor between your staff and STI through the use of shared technology such as the cloud-based ChartMaker system, managed IT services, telemedicine, eFaxing, ePrescribing, integrated, digital telephone systems utilizing voice over IP technology, automated patient reminders utilizing telephone and texting software; all designed to move your surgical center into the 21st century.

STI Products and Services for the Surgical Center Industry.

Revenue Cycle Management (RCM)

Revenue Cycle Management can improve your cash flow and reduce your clerical costs. 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. We also set up cloud access, and complete ChartMaker software updates. See additional information on page 6.

Free Cloud-Based Practice Management, Scheduling and EMR Included

The ChartMaker® Medical Suite consists of four unified modules so you can pick which modules work best for your center.

1. **ChartMaker® Practice Manager** is one of the most robust and user-friendly billing software systems on the market today. Practice Manager handles all billing and charge entry for Medicare part A (facility), part B (professional) and anesthesia billing. You can quickly run reports to show you how different insurance plans pay you for any procedure.

2. **ChartMaker® Scheduler** performs surgery center specific scheduling, eligibility checking and recalls. Many surgery centers spend valuable staff time on the phone or internet trying to retrieve eligibility and referral information. ChartMaker's Payer Inquiry Module does all this right from the Scheduler via the Internet and can import real time, up-to-date information in seconds. ChartMaker recall module can remind you of required patient procedures, and when to deliver preventive or follow up services. The system can provide quality assurance to review patients with specific illnesses. The Recalls Not Seen report shows you patients who have not been seen for required procedures.

3. The **ChartMaker EMR** consists of two modules. Entry Point for ePrescribing, Labs and Document Management. The STI health portal provides real time acquisition of laboratory information. Entry Point also handles the creation and storage of scans of your patient's insurance card, driver's license, prescription and other EMR paper records. The STI patient portal allows patient communication including sending laboratory results.

4. The **ChartMaker Clinical EMR** efficiently organizes patient records and allows staff to input a comprehensive patient history — conveniently building an electronic medical record. Specialty specific templates and voice recognition allows the physician to quickly input medical documentation into the EMR and creates referral letters to referring physicians.

Examples of standard templates include:

Standard E&M Initial/Follow-up Visit	Blood draw note
Summary Sheet	Return to Work Letter
Letter to Referring	Prescription Refill
Communication Documentation	Patient Handouts

STI Managed Services handles all your Surgery Center IT needs, including hardware and telephone equipment (sales, installation and service), Internet set-up, remote network monitoring, offsite data back-up, remote hosting, anti-virus and security software.

STI Managed Services

STI has a division dedicated to offering technology solutions to surgical centers. Their award-winning Managed Services team has been taking care of healthcare IT since 1996. We provide 24/7 system monitoring and back-up services for your equipment. Ransomware is a fact of life in today's medical environment. A computer virus, like a medical virus, will never be eradicated, but can be avoided by taking careful steps. One of the advantages of a cloud-based system is it reduces the possibility of ransomware attacks because we take care of all Microsoft system updates and security patches on the remote servers as well as virus protection. STI is also responsible for automatic off-site backup to protect your patient and business information, so if you do encounter a ransomware attack you data is secure and we can get you up-and-running in the shortest possible time.

STI Director of Technical Services Al Toper receives the Fall 2019 President's Award from Varnex, an elite consortium of IT resellers.

Computer, Networking, Internet Equipment and Installation

STI has built data centers for companies that develop and manage surgical centers as well as independent physician owned ASCs. Unlike other vendors that can't be bothered with supporting your equipment, STI provides hardware sales,

installation and support. We have a dedicated on-site Technical Help Desk (no third party or offshore contractors) as well as team of Field Technicians to provide onsite service. If you use software from a company other than STI, that's no

problem - we can provide managed services on that equipment as well. If you would like a quote to provide IT equipment, installation of computer equipment or managed services for your center please contact us by email or on the number shown below.

Telemedicine

Telemedicine allows you to visit with a patient without requiring the patient to come into the office. You can view both the patient and your EMR concurrently and telemedicine is ideal for follow-up or prescription refill appointments that do not require a physical visit by the patient. Many visit types can be completed without the patient visiting the physician's office and in many cases the physician is reimbursed as if the patient did a physical visit.

Patient Reminder and Recall Software

There is no longer a need to lose valuable staff time making appointment reminder phone calls or recalls. Decrease "no shows", bring patients back for follow up appointments and improve your bottom line. The Patient Reminder Module uses your Caller ID, making patients more likely to answer, but does not tie up your phone. You configure the number of days prior, call start and end time and many other basic configurations. A notification is received when a patient needs to reschedule. Calls, texts or email, the Patient Reminder System does it all.

Electronic Faxing

The eFax Module allows for sending, receiving, and managing faxes electronically ensuring referring physicians, labs and pharmacies receive information quickly inbound and outbound. The eFax module is integrated faxing built specifically for the needs of medical centers. We understand the need for providers and their staff to be able to quickly edit, annotate, and import faxes into ChartMaker or other applications.

ChartMaker Go Mobile Smart Phone System

This is an integrated mobile communication and charge capture system using your smartphone. You can view medical charts, office appointments and hospital rounds on your smartphone for easy access. When you are not in your office, you can capture and send charges remotely from your smart phone directly into the charge entry application for the STI RCM billing service to review and process. Works with Apple iPhone and Android products.

Voice Over IP Telephone System (VoIP)

VoIP stands for Voice over Internet Protocol. VoIP system works by taking your analogue voice signals, converting them into digital signals, then sending them as data over your broadband line. It's a very cost-efficient way of making telephone calls and less expensive.

Revenue Cycle Optimization

Revenue Cycle Optimization is the process of managing the healthcare revenue cycle that typically results in increased revenue collected, more compensation for physician owners, reduced surgery center costs, especially for computer technology, integration of Electronic Health Record (EHR) technology and more time for patient care.

Revenue Cycle Optimization (RCO) is the shared use of ChartMaker software technology at the surgery center, and both parties working cooperatively to collect the maximum, legal reimbursement from payers and patients in the shortest possible time.

The key to the success of this approach is the sharing of ChartMaker's advanced software technology by both parties in a cooperative manner and the division of specialized and knowledgeable labor. This way, the surgery center can concentrate on issues that they do best such as appointment scheduling, patient registration, utilizing electronic health records with charge capture and most importantly, patient care issues.

You have complete access to the system and all information remains under your control. Most likely you will substantially reduce your clerical costs as well as improve your income with professional Revenue Cycle Management services. ChartMaker's advanced software technology is included at no charge for the period in which you use Revenue Cycle Optimization.

Surgery Center Specific Scheduling & Recalls

ChartMaker Clinical can remind you of required patient procedures, and when to deliver preventive or follow up services. The system can provide quality assurance to review patients with specific illnesses or taking certain medications. The Recalls Not Seen report shows you patients who have not been seen for required procedures.

Payer Inquiry

Many surgery centers spend valuable staff time on the phone or internet trying to retrieve eligibility and referral information. ChartMaker's Payer Inquiry Module does all this via the Internet and can import real time, up-to-date information directly from the clearing house in seconds per inquiry.

Scanning Module

The Scanning Module scans patient's paper records and develops information related to the patient's medical history. It efficiently organizes paper records within the EMR.

Surgery centers with RCM find the benefits include:

- Increased average % of claims paid after 1st submission
- Increased average % of current claims (0-60 Days)
- Reduced denial rate
- Improved net revenue to the surgery center
- Higher percentage of clean claims
- Reduced outstanding accounts receivables
- Faster claims payment
- Less lost claims
- Improved quality of care by having more time for patient care issues
- Correct patient information available and less stress to your staff

A Customer Profile — One Surgical Center's Experience

One of the biggest benefits is ... if you are in the hospital or at home on call during the weekend or at night, and if someone calls having a problem, all of our physicians have remote access via a secure server to the patient's chart over the Internet.

Dr. Leonard and his partner Dr. Lee deLacy were put in charge of the selection committee and the year-long search for an EMR was begun. They selected the ChartMaker Clinical EMR from STI for several reasons. Most notable being the fact that, as a unified software suite it automatically passes billing information from the EMR into ChartMaker Practice Manager system, plus the ability to use a combination of templates and voice recognition within the EMR and an interface between STI and the ProVation MD® GI Procedural Documentation software.

"I use a combination of templates and voice recognition that works extremely well. If someone comes in for a routine colon cancer screening a template is fine. However usually I like to use voice recognition with ChartMaker to dictate the H&P and recommendations/impression. Everyone in the surgery center uses the product a little differently; but most of the doctors use a combination of voice and templates. Dr. deLacy for example, likes to use the templates more than the voice. One of the biggest benefits is that we fax the completed report to the referring physician right after the examination and it really looks better than it did before. I tell a patient that your report will be at your referring doctor's office before you leave, and the referring physicians really appreciate that. When you look at your return on investment, you can definitely see your costs coming down."

"We use the ChartMaker messaging system within the office and that function has worked out really well especially with multiple locations. Laboratory results automatically flow into the chart from Miraca Life Sciences, CBL, GI Pathology, Dianon, LabCorp® and Quest®. The doctors can view that information from anywhere. Once we review a laboratory result, we can add comments and send the results with a message to the appropriate staff member."

Dr. Leonard concludes with, "this is something that we are happy with and

Burlington County Endoscopy
Center Scheduling

that we wanted to do. It improves the quality of care. One of the biggest benefits is that with seven physicians, if you are in the hospital or at home on call during the weekend or at night, and if someone calls having a problem, all of our physicians have remote access via a secure server to the patient's chart over the Internet. We can pull up the ChartMaker EMR from home and read what happened to that patient and intelligently handle the problem. More importantly, we can send a ChartMaker message to the appropriate physician and document that you spoke to the patient and tell them what you did."

Maurice D. Leonard, M.D. is one of the founding partners of Gastroenterology Consultants of South Jersey, P.C. a seven-physician practice located in Lumberton, New Jersey. Dr. Leonard is a graduate of Yale University, Albert Einstein College of Medicine, and New York Hospital - Cornell.

CHART MAKER ® | **RCM** (Revenue Cycle Management) *PARTNER*

Appointment Scheduling

Payment Posting

Patient Registration & Eligibility Checking

Electronic Claims Submission

Healthcare Revenue Cycle

Mobile Charge Capture

Claim Scrubbing

What You Do

The Healthcare Revenue Cycle is more than just billing and collecting your fees. It includes the entire patient process from patient registration, pre-encounter interview, to the patient/physician encounter, to your back-office processes of billing, collecting your fees, posting payments, patient reconciliation and follow-up. We can help in managing the cycle with a concept that we call Revenue Cycle Optimization, which is the shared use of technology, knowledge and work.

The key to the success of this approach is the sharing of ChartMaker's advanced software technology by your staff and ours in a cooperative manner and the division of specialized labor so that the surgery center concentrates on making patient appointments, entering patient demographic information, checking patient insurance eligibility, capturing charges electronically, scheduling follow-up visits, and taking care of the patient.

What We Do

We provide the technology and train your staff to use it. Using our billing knowledge, our staff will verify charges and scrub claims for errors. We send eletronic insurance claims as well as patient bills. Usually within 24-48 hours we are electronically notified that the submitted claims have been accepted or rejected by the carrier. Your claims are automatically tracked, and if a claim is not paid, we contact the carrier and review the charge, and if necessary, resubmit the claim. If your claim was rejected, we file appeals, correct, and resubmit the claims. We follow-up with insurance carriers to collect and post payments to maximize your revenue. After claims are paid correctly, we either manually or electronically post your EOMBs, then electronically bill the balance to the patient's secondary insurance carriers or send electronic statements to the patient saving most surgery centers thousands of labor hours each year.

Billing Service Options

We provide several service options from full service billing to Revenue Cycle Management. We can do all of your billing or if the medical center does a portion of it, we can also provide billing for what they don't do. Billing services include:

Medicare part A (facility)	Medicare Part B (professional)
Commercial Insurance	Anesthesia billing

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". (2)

ChartMaker® software combined with an RCM Partner, can save you time and improve your cash flow. STI becomes your back-office, providing knowledgeable employees who are focused on getting you paid. You may realize lower costs, reduced errors, and increased revenues with STI Revenue Cycle Optimization.

Billing Knowledge

Our staff keeps in touch with the insurance carriers to stay up-to-date on the latest billing requirements, and to keep you informed of the latest government regulations. An RCM Partner can help eliminate lost revenue in your surgery center. *"We can save your surgery center money because our billing knowledge and consolidated labor force act as your billing and collection department."*

Consolidated Labor

Most surgery centers incur additional labor costs in tracking insurance claims. In some cases, there is no way to know if the insurance carrier received your claim, or its status. It is no wonder that many busy surgery centers give up trying to collect a portion of their charges with the continuing cycle of submitting claims, waiting, telephone follow-up, requests for resubmittal of

claims, waiting again, resubmitting again, another telephone follow-up, and so on. STI can help eliminate this labor cost to your surgery center, provide technology, as well as managed services to build and maintain your data center, reduce costs, and collect more of your money.

Trust

Select an RCM Partner from a trusted company with an established track record in providing excellent software support to the medical community.

(1) EHRs and audits mean new roles for doctors, staff by Lori E. Rousche, M.D. Medical Economics magazine September 10th, 2013

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

Proven Experience

Many other vendors are less than five years old, the critical period for business long-term viability. STI has been serving the medical community since 1979.

Full Support

Computer hardware and maintenance are available directly from STI to avoid finger pointing between vendors. All products are integrated, so there is no need for an unstable software bridge between your EMR and Practice Management Software.

Trust

Purchase your software from a trusted company with an established track record in providing excellent software support to the medical community.

For questions call Joe Cerra:
800-487-9135 x 1188.
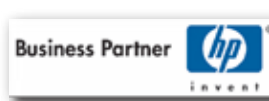
Drummond Certification

2015   STI Computer Services, Inc.   ChartMaker® Medical Suite   ChartMaker® 2018 .2   Dec 18,2019   15.04.04.2296.Char.18.01.0.191218

Made and supported in the USA.

Technology and Teamwork ...so you can focus on practicing medicine.