



## Our Revenue Cycle Advantage

tsiRCM places the power of a full-service billing company at your disposal. We focus on billing, while you focus on patient care.



- + Dedicated Team**  
Clients receive assistance from more than just one person. Your service team includes:
  - **Charge Entry Specialists** capture and scrub charges to improve first time claim pass-through.
  - **Claim Resolution Specialists** investigate and solve errors or denials.
  - **Payment Entry Specialists** post and review EOBs to ensure maximum reimbursement.
  - **Account Concierge** provides guidance to specialists and delivers the one-on-one attention you deserve.

- + Triple Clean Claims™**  
All charges proceed through our **Triple Clean Claims™** review process to ensure errors are caught *before* they reach the payor.

- + Patient Customer Service**  
Our dedicated team serves as your front-line resource for inbound patient phone calls regarding billing questions and phone payments.

- + Monthly Reports & Analytics**  
With a variety of report options, your Account Concierge assists with selecting the reports YOU want.
  - During regularly scheduled meetings, our Team reviews an analysis of your group's financial health.
  - "Real time" dashboards help you see the big-picture.

- + 21<sup>st</sup> Century Access**  
**For Your Practice:**
  - **24/7 Access:** View your appointment book or patient accounts online, anytime and anywhere.
  - **Integrated Payment Processing:** Collect credit card and electronic check payments directly into your system. No more counter-top terminals and dedicated phone lines.**For Your Patients:** Practices can now meet the needs of a growing tech-savvy generation with the following optional features:
  - Automated Patient Appointment & Collection Reminders
  - Email/Online Statements
  - Online Bill Pay

**15 years**  
Average years of experience per team member

**24 hrs**  
Average charge entry & payment posting turnaround

**>98%**  
First-time claims pass-through goal

**<28 days**  
Days in A/R (Varies by specialty)



## Our 12 Step Billing Cycle

### About Our Team

- Average 15 years of experience per team member
- All team members are located in the USA
- Industry experts including Certified Professional Coders, Certified Reimbursement Specialists, Practice Management Analysts and IT support members

#### 1. Charge Capture:

- Obtain charges at regular intervals
- *Triple Clean Claims™*  
*1st Review:* Manual charge & code “scrubbing” verification using team’s coding training/experience

#### 2. Charge Posting:

- Post charges automatically or manually (depending on EHR)
- *Triple Clean Claims™*  
*2nd Review:* Automated charge & code “scrubbing” verification using NextGen® rules engine

#### 3. Clearinghouse Management:

- Upload claims for processing
- *Triple Clean Claims™*  
*3rd Review:* Automated charge & code “scrubbing” verification using EDI Clearinghouse rules engine

#### 4. Claims Submission:

- Submit claims at regular intervals for payor delivery and processing

#### 5. ERA Processing:

- Manual review of individual EOBs for underpayment
- Subsequent automated review using NextGen® rules
- Resubmit for payment according to negotiated plan rates

#### 6. Denial Management:

- Analyze denied claims and resolve errors
- Resubmit for payment
- Track to define trends and create new *Triple Clean Claims™* rules

#### 7. Payor Payment Posting:

- Balance payments and verify against charges for accuracy

#### 8. Statement Processing:

- Deliver online and/or paper statements per practice preference
- Print, package, and mail statements on your behalf

#### 9. Inbound Call Service:

- Answer patient billing questions
- Accept incoming pay-by-phone requests

#### 10. Collection Letters:

- Send automated collection letters for unpaid balances per practice preference
- Print, package, and mail letters on your behalf

#### 11. Month End Closing:

- Monthly delivery of individual reports & analytics
- Personal review of practice’s current financial health with your Account Concierge

#### 12. Fee Schedule Reviews:

- Assist with personalized fee-schedule analysis of payer allowable rates



### According To The MGMA...

Practices that switched to managed billing services:

**73%**  
saw reduction in A/R Days and higher collection rates

**59%**  
obtained access to better reporting and analytical tools

**59%**  
achieved lower denied claims

# Award Winning Software

We've combined industry-leading software from NextGen Healthcare with TSI Healthcare's services to bring you the best tools and functionality.

## + NextGen® PM - Top Features

- **Multi-View Scheduling** displays information based on location, resource, and other options.
- **Advanced Appointment Search** delivers available times using basic or detailed patient information.
- **Autoflow Registration** includes computer guided sequences.
- **Robust Reports Library** delivers drill-down capability.
- **Background Business Processor** generate reports and tasks overnight.

## + NextGen® EHR - Top Features

- **Meaningful Use Certification** allows for federal incentive program participation.
- **E-Prescribing** utilizes an integrated drug database and connects to all major pharmacies.
- **Automated Coding** helps ensure maximum reimbursement based on provider documentation.
- **Lab Module** assists with order entry and result reporting. Optional interfaces are available with many vendors nationwide.
- Specialty-specific enhancements created exclusively for *TSI Healthcare* clients.

## + EDI Clearinghouse Services

- **Advanced eligibility verification** to provide fast alerts protecting reimbursement.
- **Connectivity with over 1,800 payors** for reliable 1500 and UB format claim submissions.
- **Reduce denials** with automated claims rules, providing thousands of payor/compliance edits.
- **Compliant with government regulations**, including changes with Medicare, Medicaid, HIPAA, and NPI.
- **Decrease fraud and bad debt** with real-time patient demographic verification.

## + Cloud-Based Hosting (ASP Model)

- Practices may choose our "cloud-based" ASP model instead of hosting your own servers, so you can forget about hardware and focus 100% on your patients.

## + NextGen® Patient Portal

- Fully integrated functionality with direct connectivity to NextGen® EHR and PM, including: patient registration forms, online statements, bill pay, access to patient clinical information, and more.

## + NextGen® Dashboard

- Encapsulates crucial clinical, financial, operational, and user specified data in a visually rich format using bar charts, pie charts, gauges and more.

## + NextGen® NextPen

- Revolutionary digital pen technology converts patient or provider handwritten information into discreet data within NextGen® EHR and PM.

## + NextGen® Population Health

- Integrated platform utilizing "intelligent" clinical profiles to automatically select and communicate with patients about their unique preventative and follow-up care needs.



### An Inside Look: RCM Analytics

The RCM Analytics module provides deep-dive transparency to your billing cycle. Dashboards and reports focus on billing efficiencies, reimbursements, payor relations, charge processes, and clinical services data.

Let's talk about your practice's direction and approach:

Call 800-354-4205

Visit [tsihealthcare.com/rcm](http://tsihealthcare.com/rcm)

# About TSI Healthcare

## Recognition

- Stevie® Award- Top Ranked Service
- Black Book™ Survey- Top Ranked Content
- Healthcare Informatics Magazine- Top 100 Health IT Firms
- Inc. 500 | 5000- Top 5,000 Fastest Growing Private Companies
- Modern Healthcare Magazine- Best Places to Work
- Triangle Business Journal- "Fast 50"
- US Commerce Association- Best of Health IT Services
- Dun & Bradstreet- "Decide with Confidence"

## Certifications



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