



REVENUE CYCLE MANAGEMENT

We Focus on Billing, So You Can Focus on Patient Care

Our Revenue Cycle Advantage

Review



Your Account Concierge performs a thorough survey at the start of your project. We evaluate key metrics to find the cracks in your current processes.

Configure



Our on-site workflow studies provide your team with a customized implementation plan tailored to your practice's needs.

Mend



We focus on improving your financial health by implementing new technology, improving staff efficiency, and addressing errors/denials.

Deliver



Through our 12 Step Billing Cycle, we improve your clean claim percentage, reduce days in A/R, and, most importantly, boost your revenue.

Dedicated Team

Our RCM team, all based in the USA, average 15 years of experience per team member. Your service team includes:

- **Charge Entry Specialists:** Capture and scrub charges to improve first time claim pass-throughs.
- **Claim Resolution Specialists:** Investigate and solve errors or denials.
- **Payment Entry Specialists:** Post and review Explanation of Benefits to ensure maximum reimbursement.
- **Account Concierge:** Provides guidance to specialists and delivers the one-on-one attention you deserve.

Access Anywhere, Anytime

For Your Practice:

- **24/7 Access:** View your appointment book or patient accounts online, anytime, and anywhere.
- **Integrated Payment Processing:** Collect credit card electronic check payments directly into your system. No more counter-top terminals and dedicated phone lines.

For Your Patients:

- Meet the needs of a tech-savvy generation with the following optional features:
- Automated Patient Appointment & Collection Reminders
 - Email/Online Statements
 - Online Bill Pay

By The Numbers*

10 Provider Practice
in Massachusetts:

4%

Total A/R over a
90 day period

13 Provider Practice
in North Carolina:

\$1M

Total charges billed
over a 30 day period

11 Provider Practice
in Arizona:

85%

Reduction in A/R
over a 30 day period

Our Complete 12 Step Billing Cycle

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. Claims Submission

- Submit claims at regular intervals for payor delivery and processing
- **Triple Clean Claims™**
3rd Review: Automated charge & code “scrubbing” verification using EDI Clearinghouse rules engine

4. Clearinghouse Management

- Upload claims for 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 payor allowable rates

The TSI Healthcare Difference

24hrs

Average charge entry & payment posting turnaround

>98%

First-time claims pass-through goal

<28

Days in A/R (Varies by specialty)

99%

Client Satisfaction Rating

Call 800-354-4205

Email info@tsihealthcare.com

Visit tsihealthcare.com/rcm

TSI Healthcare
101 Europa Drive, Suite 200
Chapel Hill, NC 27517