

COMPREHENSIVE 12-MONTH PROGRAM

The Comprehensive 12-Month Program is designed to provide a personalized, wholistic solution for every area of the practice. Services included in the comprehensive program vary based on the unique needs for each practice. A detailed practice analysis is performed to gain a greater understanding of financial and organizational health of your practice. Areas of focus include, but are not limited to:

Operational Services

- **Workflow Assessment and Refinement of Systems.** Top-down evaluation of all systems to ensure the practice is operating efficiently and economically. Systems reviewed include:
 - Accounts Receivable Cycle. Initial billing to final settlement of the account.
 - Coding and Billing. Detailed chart audit of five (5) patient accounts per provider. Formal report provided upon conclusion. Training and support on findings provided to appropriate team members.
 - Credit Guidelines. Development of internal credit guidelines.
 - Scheduling for Efficiency and Profitability. Perform a time study and develop a customized schedule based on provider's goals and vision.
 - Communication. Evaluation of all internal (team members and patients) and external (referring offices) communications in use. Training provided, as necessary.
 - The Patient-Centered Practice. Full review of the initial patient encounter to the final "touch" with the practice.
- **Implementation of Human Resource Manual.** Review of current human resource manual (if available) and assistance with implementation of an updated manual compliant with state and federal employment laws.
- **Marketing and Website Review.** Evaluation of website and marketing strategy. Suggestions for improving online presence and assistance with development of marketing strategy provided.
- **Insurance Contract Review.** Complete review of insurance carrier contracts and guidance on renewing and/or discontinuing participation in plans. Negotiation of higher reimbursement fees (when possible).

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Financial Services

- Development of annual business plan and budget with updated quarterly benchmarks.
- Monthly financial reporting, including key practice metrics.

Coaching and Mentorship

- Business coaching for doctor.
- Leadership and management training for new managers.

Support and Continuing Education Services

- Consulting and training provided during quarterly onsite visits.
- Monthly calls scheduled with the doctors and key team members. Email and telephone support provided between scheduled calls and onsite visits.
- Complimentary admission extended for live workshops.
- VIP complimentary access to the highly regarded online video coding course, "Untangling the Web of OMS Billing" presented by Terri Bradley, CPC.