

COMPREHENSIVE 12-MONTH PROGRAM

The Comprehensive 12-Month Program is designed to provide a personalized, holistic 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 at the beginning of our engagement in order 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. Strategic planning for development of new systems and refinement of existing systems (as necessary) 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 x# 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.** A time study is performed in order to develop a customized schedule based on the goals and vision of the doctor.
 - **Communication.** Evaluation of all internal (team members and patients) and external (referring offices) communications in use. Training provided, as necessary.
- **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).
- **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.

Financial Services

- Evaluate productivity and profitability for each office/location. Provide recommendations for increasing profitability and lowering overhead expenses.
- Development of annual business plan and budget.
- Financial reporting, including key practice metrics.

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Coaching and Mentorship

- Business coaching for doctors.
- Leadership and management training for managers.

Personnel Services

- **Staffing.** Full review of management, clinical, administrative, and business/insurance office positions. Identification of new/unfilled position(s) and appropriate headcount(s) necessary to operate efficiently. Assistance with developing job description and task list for new/unfilled position(s) provided.
- **Training.** Development and implementation of necessary training modules to support the new and refined systems identified through the practice analysis.
- **Implant Treatment Coordinator (ITC):** If the practice would like to expand staffing to include an ITC, we'll assist with evaluation and refinement of ITC tasks and responsibilities to support implant goals for the practice. Job description and compensation plan development, and subsequent training of the ITC provided.

Support and Continuing Education Services

- Consulting and training provided during quarterly onsite visits. ^{*A} Remote training provided between onsite visits.
- Monthly calls scheduled with the doctor and key team member(s). Email and telephone support provided between scheduled calls and onsite visits.
- Complimentary access to the highly regarded "Untangling the Web of OMS Billing" presented by Terri Bradley, LLC.

^{*A} Travel expenses are billed separately.