



An STI RCM Account Service Manager, our Superior Billing Knowledge, and a FREE cloud-based ChartMaker® Practice Management and EMR System can keep your practice compliant with Medicare technology requirements, and collect more revenue.

Account Service Manager (Included)

STI RCM provides your office with a personal Account Service Manager (ASM) to work with you and your staff regularly and to keep you informed of the latest government regulations. Many physicians are unaware of the required Medicare programs that can result in negative payment adjustments and lost patient referrals, like MIPS. The ASM will keep you informed of these Medicare requirements to help you maximize your income.

The ASM meets with you and your staff to be sure that you are up-to-date on Medicare requirements to explain lost revenue through negative payment adjustments, and shows you how you can attain additional revenue through Medicare positive payment adjustments. The ASM provides knowledge that many practices pay consultants thousands of dollars to receive at no charge to you, if you qualify.

Billing Knowledge (Included)

STI RCM has years of experience working with physician offices such as yours. Our staff keeps in touch with the insurance carriers to stay up-to-date on the latest billing requirements. STI RCM can help eliminate lost revenue in your practice. *"We can save your practice money because our billing knowledge and consolidated labor force act as your billing and collection department."*

Many practices incur additional labor costs in tracking insurance claims. It's not billing, it's collecting that's the hard part and takes most of your staff time. In some cases, there is no way to know if the insurance carrier received your claim, or its status, without a telephone call for follow-up. It is no wonder that many busy practices give up trying to collect a portion of their charges. Thousands of collectable insurance claims are written off and revenue is lost because the billing staff doesn't have time to chase them down.

ChartMaker® Software Technology (Included)

We provide your practice with a copy of the cloud-based ChartMaker® Medical Suite including our Practice Management, Scheduling, and Clinical EMR and show you how to use them all for free. The ChartMaker software can keep you compliant with government technology and EMR regulations like "Direct Messaging", ePrescribing, and interfaces with medical centers and laboratories, as well as save you time and improve your cash flow.

"Many physicians are out of the loop" with technology requirements like "Direct Messaging" that affects their ability to send and receive electronic referrals to and from other physicians. Not participating in programs like "Direct Messaging" can mean fewer referrals to your practice and lost revenue. Physicians using EMRs are encouraged by the MIPS Medicare monetary incentives to send referrals to other physicians using an EMR that can accept "Direct Messages". If you are not using "Direct Messaging" not only are you out of the loop but eventually your practice will suffer.

Stay in the Loop!

Between the increased revenue collected by STI RCM, MIPS Assistance from your ASM, FREE ChartMaker EMR technology, and more time for patient care, most practices that switch to STI Revenue Cycle Optimization find that they have a net savings even after paying the RCM fee for service.

The STI RCM Division needs to have access to your system's data for billing and collection activities. All patient data belongs to your practice. Any additional costs for STI RCM, such as, required hardware equipment, connection, implementation and training will be paid by STI.

What services do we offer with the basic RCM package?

Billing and Collections: We provide assistance in billing and collecting of charges and other billing services that include:

- Insurance claim filing for primary and secondary claims
- Sending Electronic Patient bills
- Insurance collection procedure for unpaid charges
- Practice analysis and management reports
- Data retrieval via provided scanner (set-up & support included)
- Submission & verification of electronic insurance claims
- Editing of electronic insurance claim denials for resubmission
- Production & mailing of paper claims w/ necessary attachments (postage included)
- Processing of appeals to facilitate claim denials
- Production & mailing of secondary claims with EOBs attached (postage included)
- Production & review of electronic patient statements
- Coordination of patient account collection agency activity & phone hearings
- Posting and balancing of insurance payments
- Processing of patient & insurance refunds
- Processing of returned patients checks
- Working the aged accounts receivable report to follow-up on past due claims
- Processing of end-of-month functions in software
- Production of monthly financial reports for managerial review
- Production of specialty requested reports as needed
- Assistance with credentialing issues & fee schedule renegotiations
- Coding & pricing assistance (CPC's on staff)

Free ChartMaker Software and Hosting: ChartMaker Practice Management, eRx and Electronic Health Record, HIPAA compliant software hosting by STI, initial software training, no charge for software support, no charge for off-site back-up, no charge for health portal fees or patient portal fees as long as practice maintains a minimum of \$250,000 of billable annual revenue.

Procedure Fee Review: We will review your current billing fees and make recommendations on how you have these fees set based upon your geographic location, participating insurance carriers, and other standard fees from comparable practices.

Code validation: We use electronic code validation software as needed to review complex procedures and diagnoses information. If we discover that your practice is not billing appropriately based upon standard code validation information we will review your coding for accuracy. We will personally notify you of ways to improve your coding based upon our code validation results. We also have the ability to compare your coding patterns against other comparable practices. We have certified professional coders on our staff.

RCM Account Services Manager: An STI Account Services Manager (ASM) will be assigned to each practice. The ASM is responsible for conducting financial reviews with the practice to discuss improvement with their monthly billing process. This includes relevant topics of concern to the practice such as MIPS, electronic prescribing, CPT coding changes, provide training for new staff, changes related to medical billing, and information technology issues from the federal government.

Free Access to STI University: We will provide you with the ASP Cloud version of ChartMaker Practice Management, eRx and Electronic Health Record Software. There is no charge for initial software training, software support, off-site back-up, health portal fees or patient portal fees as long as your practice maintains a minimum of \$250,000 of billable annual revenue.

What is basic RCM?

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

STI Revenue Cycle Management is a cooperative approach to Revenue Cycle Management, in which you enter patient demographic, eligibility, and appointment and charge information into the system.

Then, STI provides insurance and patient billing, payment collection, and payment posting, as well as follow-up services at a percentage of collectable revenue. You control the accuracy of your patient data, can view all information, and only pay for charges that are collected. All information remains under your control and ownership.

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 practice 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.

What You Do

What We Do

Appointment Scheduling	Scrub Insurance Claims
Eligibility Checking	Submit Electronic & Paper Claims
Patient Registration (w/ Referral information if applicable)	Check Response Viewer for Acknowledgement Reports & ERAs
Charge Capture via EMR or Charge Entry/Approval	Review Clearinghouse Data (Emdeon)
Patient Payment (copay/deductible) Entry	Posting of Insurance Payments
*Handle Incoming Patient Billing Inquiry Calls & Emails	
	Handle Denial EOBs / Appeals / Refunds / Returned Checks
	Process & Review Patient Bills
	Perform Follow up on Past Due Claims
	Identify & Report Patient Collection Accounts
	Processes End of Month in PM
	Generate End of Month Reports for Practice.

**Option is available to have this handled by STI RCM Division at an additional charge.*

What options do we provide?

Option A	RCM
Option B	RCM with Patient Interaction. We can handle your patient billing inquiries by phone and/or email to work with patients to understand their insurance benefits and account balance at an additional fee.
Option C	Full Service Billing and Patient Interaction. We can provide patient demographic data input, charge entry from day sheets, along with patient interaction at an additional charge.

What services are available from STI for an additional fee above basic RCM?

Collection Services: We provide a collection agency to recover patient payments that they will not voluntarily pay. These accounts are discussed with the practice before being turned over to our collection company.

Credentialing Services: Occasionally our clients require assistance with their credentialing needs. We are happy to help! Our credentialing team specializes in these services and the challenging nuances involved with this vital piece of your practice. Pricing is as follows:

\$300 Set up Fee, per provider:

- Registration in database used to track applications and expirables (license, DEA, Liability policy, etc.)
- Completion of new CAQH application or updating/reviewing former information
- Obtaining Type 1/Type 2 NPI as necessary
- Customized reporting of the application tracking process
- First year of Payer-Provider Maintenance services included (Reattestation of CAQH, monitoring in-network status's, recredentialing applications, Medicare revalidations, notifying you of expirables via reports.) \$350 each year thereafter

\$120 per payer application fee:

- Enrolling with new plans or updating information with existing carriers
- Completion & Submission of insurance applications
- Tracking applications from start to finish via routine checks with the carriers
- Communicating provider numbers and effective dates to billing/office staff

Patient Reminder Module: Appointment reminders via phone, text and email with provider name, location of appointment and pre-appointment instructions based on appointment type. It uses your Caller ID and if preferred, your staff's recorded voice. It includes a broadcast service to communicate weather closures, last minute cancellations, flu clinics, office moves and other important announcements. Plus, a Recall service via phone, text and email communicating to patients that it's time to schedule an appointment.

What happens if the practice is below or does not maintain a minimum of \$250,000 of billable annual revenue?

The ASM will gather practice information and based upon an STI management decision, we will provide the practice with a proposal that could include less free services than usually available with the basic RCM program.

If you have questions call 800-487-9135 xtn 1188 or email JCerra@sticomputer.com.