

Revenue Cycle Management

MAXIMIZE REVENUE. REDUCE COST. MINIMIZE ERRORS.

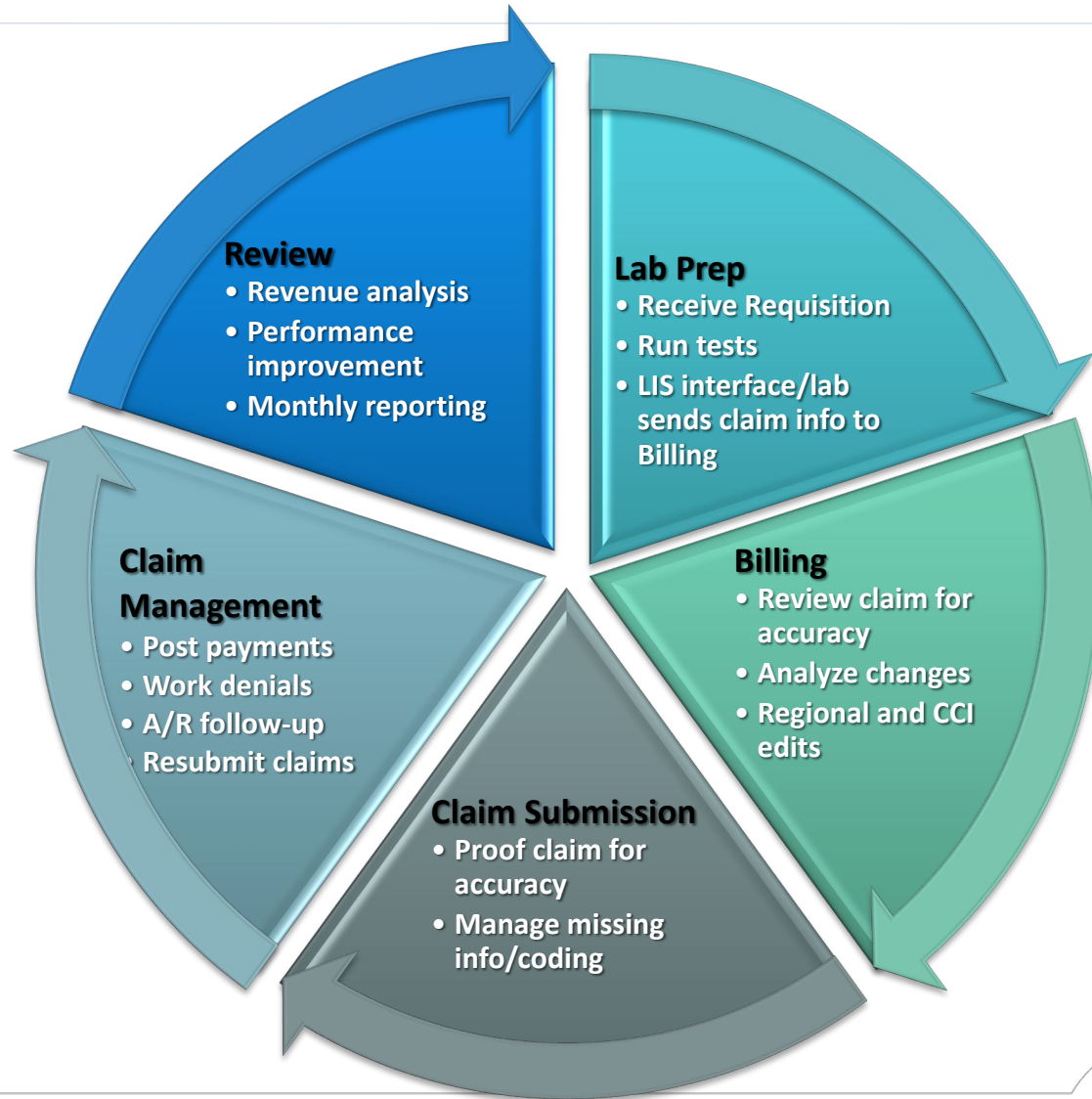


RCM Services Overview

2023



RCM Overview



Common Pain Points

What do you struggle with?

- Workflow automation, not a seamless process
- Manual data entry/duplication
- Disconnect between the lab/billing team/no transparency
- Lack of seasoned experienced LAB billers in the industry
- Difficulty keeping/retaining staff
- Understanding the every changing billing industry/payor rules etc.



Our Certified Professional Coders:

- Resources available to review the DX/CPT codes and compare them for accuracy
- Analyze codes and communicate any opportunity to improve coding choices
- Identify corrections required for Regional and CCI (Correct Coding Initiative) edits
- Enter codes and modifiers required for billing processing



Professional Billers

Our Billing Professionals:

- Verify and submit completed claims
- Ensure information is current and updated in order to transmit claims to the correct insurance
- Review claims submitted through clearing house and ensure they are processed correctly
- Additional Resources/trained & available when needed



Professional AR Specialists



Our AR Specialists:

- Collect remittance from practice or insurance carrier via ERA, and post to appropriate claim
- Identify/handle appeals/denials
- Follow up any other unpaid claims
- Quickly identify changes necessary and re-submit corrected claims

Business Analysts

Our Business Analysts and Account Managers:



- Develop customized client reports and general reports for clients
- Analyze data in reports to suggest any trends that the facility should be aware of
- Identify opportunities for improvement in the overall financial performance
- Discuss findings at a regular meeting with the Client

RCM Targets and Statistics

Our Approach to RCM Services

Key areas where we can make a difference

- Staffing issues, denials, filing delays, billing processes, financial difficulty
- We provide a dedicated team of experts
 - Our priority is collecting payments due to every client!
- Healthy practice statistics - [see graphic](#) →

Things we will need from the Client

- Access to LIS system/interface communication
- Access to insurance websites on behalf of the client
- Copies of remittance statements

Clean Claims Rate

>97%

Denial Rate

<5%

Aging 90+ days

<20%

Days in A/R

<35.0

Optional RCM Services

Did you know?

- **RCM services with CGM is not an all or Nothing decision**
- **We are here to button on services to your current workflow/staff**
- **Utilize your current systems in place, our team can access and handle your billing from any PM system**
- **Our goal is to improve, enhance, and streamline productivity, workflow and ultimately YOUR revenue**

Work Old A/R (past aging claims)

- We can often collect on aged claims that other businesses have been unable to collect.
- Note: Not all claims pay. This service requires an extensive amount of research and labor.

Ala Carte Services

- We can tailor a specific plan to support add on resources or workflow needs.
- For example: payment posting/denial and appeal management.

Enrollment Services

Facility and Provider Enrollment

Simplifying Complexity

ARIA Enrollment & Credentialing Services are designed to simplify the time consuming process of onboarding new clinicians and/or additional payers. Our team of experts will help keep revenue and payments flowing, as well as minimize coverage and referral risks.

Full Service Enrollment

We work with all eligible provider types and facilities managing the preparation and submission of enrollments, responding to tedious payer validations, and keeping your CAQH profiles current to ensure your patients continue to have access to your care.

Dedicated Account Executive

A dedicated account executive will guide you through the ins and outs of Medicare, Medicaid, and commercial insurance enrollment. Consider us a member of your team.

Transparent and Easy Application Monitoring and Communications

We offer access to our proprietary online portal which makes it easy for you to monitor the status of your applications and give you access to a full reporting suite. This includes a real time plan participation tracking grid, enrollment status tracking, and regular reporting communications. As a partner in your lab and/or practice, we believe in full transparency.

How can we help?

