BILLING SERVICES
increase the profitability of your practice

MedSteward serves a wide array of healthcare professionals and practices. Open communication and transparency are at the heart of every great partnership. Once we at MedSteward understand your needs, we can improve the efficiency of your practice. Maximizing efficiency of your billing operations will significantly improve your cash flow, save you money, and make your practice more profitable.

Improper filing results in rejected claims and delayed payments. Rejected and re-processed claims directly impact the cash flow of any medical practice, usually requiring extensive investigation, follow-up and resubmission prior to actual payment by the carrier. You can avoid these problems through the use of MedSteward's electronic claims processing system.

Monthly Collections	Commission
up to $49,999	5.00%
$50,000 - $99,999	4.25%
$100,000 - $199,999	3.75%
$200,000 and over	3.25%

Features of our billing system:
- Process primary, secondary, and tertiary insurance claims
- Follow up with insurance (primary/secondary)
- Post payments to insurance and patient accounts
- Track unpaid claims and send "Letters of Medical Necessity" when necessary
- Provide notification regarding any "Incomplete Claims"
- Provide notification when additional information is required by the insurance carrier to adjudicate claims
- Follow up on patients' payments and generate patient statements
- Receive monthly and annual financial analysis and review of medical codes
- Process workers' compensation, rehab, and DME claims with attachments
- Provide you with comprehensive reports with analysis charts and graphics, tracking the status of every claim and showing the level of productivity of your practice
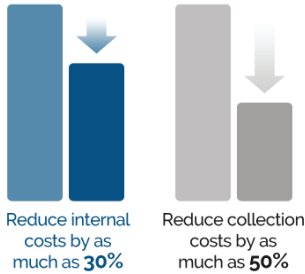
COLLECTION SOLUTIONS
improve cash flow and retain patient goodwill

In most practices, a small percentage of claims are not resolved and can be difficult to conclude.

You typically file tracers and make phone calls to the insurance companies but, unfortunately, receive minimal responses. These claims may remain uncollected for months! You often face two difficult choices - write off the unpaid accounts or refer them to a hard-core collection agency. Harsh collection measures often result in the loss of the patient as a client, in addition to a loss of 35 to 50% of the value of the claim.

Reduce internal costs by as much as **30%**

Reduce collection costs by as much as **50%**

In summary, MedSteward will provide a collection solution which allows you to close the book on most claims while minimizing the negative effect on patient goodwill.

- **Recover money faster:** Unlike other collection agencies, past-due accounts are instructed to pay you directly. You collect from both patients and insurance companies.
- **Save on internal and collection costs:** Reduce internal costs by as much as 30% and your collection costs by as much as 50% using our collection system.
- **Retain control, patient loyalty, and goodwill:** You decide when to start and stop collection activity, and how you want each account handled - diplomatically or intensively.

PHYSICIAN CREDENTIALING
guaranteed secure, confidential, accurate

MedSteward will help you get this important process done right, ensuring that your office obtains its credentials accurately and on time. We have the experience and knowledge to get you through the process with the least headache and worry, at a reasonable cost. We will take care of it all. Complete one application – and leave the rest to us!

What you can expect:
- Our staff of professionals will handle every detail for you
- Weekly updates on progress right through the process
- Written update reports
- Tracking of all applications and the maintenance of accurate records
- Guarantee complete security, confidentiality, and accuracy

We are able to perform credentialing for all medical plans; Medicare, hospitals and other facility privileges, as well as other applications that need credentialing data. Ask us about a free consultation.

REMOTE BACKUP
secure offsite data backup and recovery

Our Remote Backup System (RBS) works like regular data backup software, with one important difference: Instead of sending data to a tape drive or other media attached to the computer, it sends the data over the Internet, regular telephone lines, or other network connections to a secure backup server off-site. It does this at night while computers are not being used. Backups can also be done on-demand, at any time.

Computer Data Loss Statistics
- Hardware failure: 44%
- Human error: 32%
- Natural disasters/viruses: 10%
- Software issues: 14%

With businesses depending more and more on the data stored on their computers, proper backups are becoming much more critical.

- **Time:** Our RBS system compresses the data prior to transfer.
- **Expense:** Our system leverages your existing Internet connection - a small annual fee secures your files and puts your mind at ease.
- **Security:** Our system utilizes multiple layers of access encryption and validation triggers.

ELECTRONIC FUND TRANSFER
from your patient's account directly to yours

The waiting room is overflowing with patients, but so are your overdue receivables. More than 30% of Americans have no health insurance and those who do still often pay 20%. Many doctors don't collect 50% of the monies owed them. Indeed, one doctor stated that 69% of his receivables were more than 90 days past due. Doctors often carry tens of thousands of dollars on their books, knowing there's a good chance they'll never see this money.

Electronic Fund Transfer (EFT) allows for the transfer of funds from your patient's bank account directly to yours! This process is also known by the following names: Funds Sweep, Direct Debit, Direct Credit, and Direct Deposit, Automatic Checking, Automatic Payment, ACH Processing, etc. EFT provides:

- **On-time payment:** No waiting for patients to write a check. The patient's account is debited on the due date. Funds are then deposited directly into the clinic's bank account. No more "check is in the mail" excuses.
- **Paperwork reduction:** EFT reduces the need to mail invoices or make regular trips to the bank to make deposits.
- **NSF (Non-Sufficient Funds) control:** Returned items are immediately identified and resubmitted electronically.
- **Safety:** Payments can be made on specified dates, for specified amounts and are traceable.
- **Convenience:** Once information is set up, our processing center automatically deposits the collected funds into your bank account.

WELL CARE SERVICES
increase patient loyalty and referrals

As a well care service provider, MedSteward manages your outreach program to help maintain communication with your patients. We provide an excellent public relations service designed to increase patient loyalty and promote referrals. Our service consists of letters, postcards, and emails to remind patients of their need for various services, such as checkups, testing, and immunizations. We can also send greeting and birthday cards. We maintain a positive relationship with your clients, going beyond treatment in your office.
Core advantages:

- Promotes and maintains patient relationships
- Keeps office staff focused on helping care for patients
- Builds the medical practice and increases profits
- Complements any existing customer care programs
- Pays for itself as patients respond to the program
- Gives the doctor more time to be a doctor

HIPAA COMPLIANCE
keeping policies current and staff trained

How Does HIPAA Affect My Practice? How Do I Become Compliant?
To address these security concerns in the healthcare and electronic field, the United States Congress passed HIPAA "The Health Insurance Portability and Accountability Act", a set of standards that simplify electronic transactions and define minimum requirements for network security. As healthcare organizations strive to leverage the Internet, they need to deploy a security architecture to meet government regulations and ensure the trust of patients.

The Administrative Simplification section of HIPAA is designed to improve the efficiency and effectiveness of the healthcare system by standardizing the electronic data for specified administrative and financial transactions while protecting the security and confidentiality of that information.

As a healthcare provider, it is important to implement HIPAA and keep your policies current as well as provide annual training to employees. It is advisable that you create forms informing your patients about office policies in regards to their medical information.

Information should include:
- Place where their files are stored
- Who has access to their files
- Name, address, and contact information for your billing service
- Name of the healthcare clearinghouse claims are processed through
- Method of transmission of claims

MedSteward can help you attain HIPAA compliance by
- Creating employee and patient forms
- Establishing an employee computer policy
- Developing a disaster recovery plan
- Providing off-site data backup
- Creating a contingency operations plan
- Offering annual HIPAA training
- Providing employee computer monitoring software

DOCUMENT MANAGEMENT
no more record storage issues

Scanning and storing historical records — Do you have a warehouse full of old medical records that are costing you money to store? MedSteward can scan these documents and store them on digital media for our clients to easily access and retrieve any time.

- Avoids the expense of excessive storage space
- Speeds up the process of finding records
- Provides a more efficient way of filing
- Scan and archive your records daily - we'll teach you how to manage in-house

www.medsteward.com

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Save *time*, *money* and improve your *cash flow*

MedSteward
your practice made perfect™

MEDICAL & DENTAL PRACTICE SOLUTIONS