

SYNERGY POST

2015 Q3 Synergy Billing Newsletter

HEALTH CARE HEROES: WHAT'S IN A NAME?



Many community health centers bear the names of pioneers who devoted their lives to improving access to health care and serving our

most vulnerable populations. We believe the stories behind these names are inspiring and instructive and want to share them with our friends and colleagues. This month, we honor Jessie Collins Trice, whose name graces the Jessie Trice Community Health Center in Miami, FL. We are very grateful to Ms. Annie R. Neasman, RN, MS, who is president and CEO of the center, and to the Jessie Trice Community Health Foundation for providing the content and photo for this article.

As a nurse, administrator, mother, humanitarian, and champion for health-care, Jessie Collins Trice, BSN, MPH, thrived on involvement and service. Throughout her adult years, her interest, dedication, and commitment took her far beyond her professional responsibilities and deep into the community service realms.

Continued on page 2, Health Care

COMPLIANCE & QUALITY ASSURANCE

THE DETAILS THAT MAKE OR BREAK AN FQHC



Quality does not cost, it pays. We have heard it all our lives, but the phrase takes on even more importance when we consider the overall revenue cycle. The stakes are higher than ever with the Office of Inspector General (OIG) and Health Resources and Services Administration (HRSA) cracking down on fraud, abuse, and false claims. Having an effective quality assurance and compliance program is critical to the long-term success of any community health center. The complexity of billing and the risks associated

with non-compliance have resulted in a growing number of community health centers choosing to outsource their revenue cycle operations to Synergy Billing. In this quarter's issue of the Synergy Post, we look at the complexity of billing compliance and the initiatives Synergy Billing is taking to help health centers ensure quality and compliance with state and federal guidelines.

An effective compliance program begins with well-developed policies and procedures. These cannot be copied

Continued on page 2, Quality

Continued from page 1, Quality

and pasted; they need to be tailored to the health center, and then all staff members need to receive training on the policies and procedures. These are HRSA requirements. The most common compliance errors that community health centers make are accidental and occur because of a lack of understanding of state and federal guidelines. For instance, an incorrect setup in your health center's practice management system can result in the incorrect NPI number being reported to CMS for Medicare services. "As a result, a health center could be receiving payments for services rendered at Site B to the NPI number of Site A. This is not the correct way for FQHCs to receive reimbursement," comments Marlegny Mourino, compliance officer for Synergy Billing. The relationship of supervising providers to mid-level providers and the way these are billed and reported to health insurance companies is another one of the most common errors made by community health centers.

While policies and procedures establish the foundation, an effective compliance and quality assurance program

should provide much more detail. A health center must also be monitoring its coding practices, its relationship of supervising physicians to mid-level providers, credit balances, the accuracy of accounts receivable, and the claim data reported to payers. When a health center chooses to outsource its revenue cycle operations, it is also outsourcing a lot of the responsibilities of billing compliance, which reduces their administrative burden.

At Synergy Billing, we have developed some of the most robust and comprehensive auditing and quality control processes in the industry. Before claims are ever sent to a payer, they are reviewed by claim specialists and certified professional coders to ensure accuracy. This uncommon business process is labor intensive, but it helps to ensure accuracy in billing. Meanwhile, our Quality Assurance Specialists review the work performed by our claim review staff and our payment posting specialists. This "checks and balances" procedure ensures that Synergy Billing Specialists are maintaining our rigorous quality standards and that all transaction postings are accurate. "When we are auditing the work of our

team, we are evaluating a number of variables. We have established a point system for scoring the accuracy rate of our Synergy Billing Specialists and we are constantly reviewing their work. These processes ensure the accuracy and integrity of our billing processes," reports Kathy Manthey, Quality Assurance Manager for Synergy Billing.

Synergy Billing has developed these processes over the course of its ten-year history, and these tight controls are made possible by maintaining centrally located operations in the same geographic area. A growing number of revenue cycle management companies are choosing to offshore their operations to third-world countries as a cost-saving measure, which creates privacy and compliance concerns. "There is increased concern around compliance and quality when a company chooses to offshore its billing," says M. Jayson Meyer, CEO of Synergy Billing. "Synergy Billing only operates in the United States because we have seen too many instances in which offshoring creates quality issues. We are committed to conducting business honestly and ethically, right here in the United States."

Continued from page 1, Health-care

Ms. Trice was born in Georgia and studied nursing at Grady Memorial Hospital in Atlanta. After moving to Miami, she became the first person of color to earn a nursing degree from the University of Miami. She went on to become the first African-American to serve as director of nursing for the Dade County Department of Public Health, the first to serve as chairperson of the Florida Board of Nursing, and a founder of the Miami-Dade County Black Nurses Association.

From 1980 until her retirement in 1998, Ms. Trice was president and chief executive officer of Economic Opportunity Family Health Center, which is

now known as the Jessie Trice Community Health Center. Her mission was to help bring medical services to the low-income communities of the Miami area. Under Ms. Trice's leadership, the center grew from one to eleven sites.

In Ms. Trice's words, "Our children are our future, and if we don't expend every effort to help our children, we won't have a future." In 1987, she supported this belief through the establishment of the first residential treatment facility in south Florida designed to help pregnant women deliver drug-free babies and a community daycare program that also bears her name.

Ms. Trice was a Past President of both the National Association of Commu-

nity Health Centers and the Florida Association of Community Health Centers. The FACHC established the Jessie Trice Outstanding Leadership Award to continue her legacy. The award recognizes an employee, organization/center, or board member who/which best demonstrates visionary leadership in the local, regional, state, or national health center movement.

As we celebrate the 50th anniversary of the community health center movement, Synergy Billing salutes a true pioneer, Ms. Jessie Collins Trice, and the staff at the health center bearing her name, who work tirelessly to continue her dedication to our shared mission.

BILLING COMPLIANCE

Peace of Mind
with Synergy Billing



Stakes are higher
with OIG & HRSA
cracking down on
**FRAUD, ABUSE
& FALSE CLAIMS**

The most common
billing compliance
errors that CHCs make
are accidental and
occur because of lack of
understanding of State
& federal guidelines.



CHCs MUST MONITOR:

- Relationship of supervising physician to mid-level providers
- Credit balances
- Accuracy of accounts receivable
- Claim data reported to payers



**OUTSOURCING
REDUCES
ADMIN BURDEN**

Synergy has developed
the most robust and
comprehensive auditing
and quality control
process in the industry.



Contact Synergy Billing today to learn
more about how our Quality Assurance
program can help your FQHC.

ronnie@synergybilling.com

SYNERGY CORNER

Meet Kathy Manthey, Quality Assurance Manager at Synergy Billing



Kathy Manthey recently joined Synergy Billing to expand our quality assurance and compliance program. She grew up in Titusville, FL, and Seattle, WA, and earned her Bachelor of Science degree from Murray State University. She is a Project Management Professional (PMP) and a Certified Physician Practice Manager (by the AAPC). Kathy has more than five years of experience as a project manager and fifteen years of experience in health technology services.

Q. Thanks so much for taking time to talk to the Synergy Post, Kathy. You certainly have an impressive background in health care management. How do you think your career before you joined us prepared you for your role in quality assurance?

A. I think that it has given me great perspective from several different vantage points—client services, front desk, billing, workflow, and troubleshooting both EDI and full systems. My project management experience includes building and executing plans and processes. These are the building blocks to enhance our quality assurance program.

Q. What motivated you to join Synergy Billing?

A. Well, first of all, there is amazing growth potential with Synergy Billing. It is so exciting to be part of what we are creating together. To be able to take what our CEO, Jayson Meyer, and Sheila Brown, our COO, have already developed and build on it is a wonderful opportunity. I have a chance to use all of the skills and knowledge that I have acquired throughout my career and to enhance the quality initiatives that they have established. Finally, I have spent some time in the billing arena and I really wanted to return to that. Making certain that our clients maximize their revenue is very gratifying.

Q. What vision do you have for our quality assurance program?

A. One of the things that most attracted me to Synergy Billing was Jayson's vision of bringing more program management principles into a quality assurance and compliance program and creating a cycle of continuous improvement. With the right processes in place, we know that we will continue to improve customer satisfaction and drive training initiatives. I really look forward to maximizing the potential of this program.

Q. Do you mind sharing a little more about the side of Kathy that we don't see at work?

A. My family is not in the immediate area, so I don't get to see them as often as I would like. I am fortunate to have a large circle of friends with whom I have worked over the years. I enjoy my pets, and I create jewelry for myself and my friends and family. I also love to cook and I really enjoy exploring culturally diverse cuisine with my friends. So, I am always looking for exotic restaurants!

SYNERGY POST

LETTER FROM THE CEO

A Quarterly Message for the FQHC Community



Dear Friends and Clients,

I hold firmly to the belief that each of us has the capacity to change and shape the world. In our work together, we are changing the nation to provide access to health care for communities that are in desperate need of that care. I am inspired each day by the amazing things that you are accomplishing in your community and now, I am excited to share with you Synergy Billing's plans to transform an entire community.

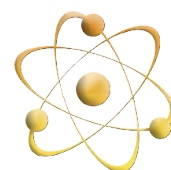
In the weeks and months ahead, we are developing and presenting a proposal for a corporate campus on a 25-acre site in the midst of a community that faces many challenges. This site was once a middle school and still holds the old gymnasium and media center. Our proposal will include renovations to those buildings and additional construction of office space, a new building for our Synergy Billing Academy, a daycare center, dining options, a fitness center, apartments for our employees, and a community health center. The community in which this site is located is identified as a medically underserved area, but that only begins to tell the story. There is no community health center anywhere in this part of our very large county, an area that includes the urban area of Daytona Beach. You know that we share the mission of improving access to health care, and there is no better way to fulfill this mission than to build a CHC on our campus. We have named it The Fountainhead at Holly Hill, because my vision is that this will be the source of prosperity for our clients, employees, and community.

The Fountainhead Campus will not only accommodate our growth and enhance our customer service, but it will also give us space for one of the most exciting aspects of our campus—the Synergy Billing Academy. In its first year, nearly 100 people have completed the Synergy Billing Academy, which combines classroom instruction and experiential learning with a billing team to prepare students to take their places in our workforce. We have found that this preparation is essential to the results that we are able to achieve for our clients. We also provide ongoing continuing education to our team members—software and regulatory updates, classes in professionalism, customer service, leadership, and a wide variety of other important topics. Our training is so thorough that it has become in demand, and we plan to broaden the scope of our offerings to create a universal certification in revenue cycle management. We are delighted that our corporate campus will give us space to create an education building specifically for the Synergy Billing Academy.

I am hopeful that my vision for The Fountainhead at Holly Hill will bring more than 500 jobs to the local community and our Synergy Billing Academy will provide countless opportunities for people seeking to enter the health care industry. We humbly acknowledge that our clients are driving this growth, and the quality of our service to you remains my highest priority. We will keep you informed about the progress on this new, campus and we look forward to welcoming you to The Fountainhead at Holly Hill.

Sincerely,

M. Jayson Meyer
Chief Executive Officer
Synergy Billing, LLC



SYNERGY BILLING

877.242.8475 - synergybilling.com