OUR EXCEPTIONAL AND INNOVATIVE SOLUTIONS HELP YOU MANAGE YOUR REVENUE CYCLE. FROM MODEST BEGINNINGS IN 1994, WE HAVE GROWN TO BECOME A SOLUTIONS-ORIENTED, EMPLOYEE-OWNED COMPANY WITH A STAFF OF MORE THAN 300. IN THAT TIME, WE’VE HELPED MORE THAN 400 HOSPITALS ACROSS THE UNITED STATES SOLVE THEIR MOST COMPLEX PROBLEMS. PLEASE LET US BRING OUR SUCCESSFUL SOLUTIONS TO A PARTNERSHIP WITH YOU.
Your Patient Access department is your key interface at every step of service from pre-registration through departure. As such, it’s the vital network that ties together your whole organization. At HRG, we can assess weaknesses, suggest improvements, and offer solutions to help you improve.

**Processes and Procedures**

We can review and/or develop processes and procedures to govern the activity with the department. We'll then help you improve deficiencies by implementing industry "best practices."

**Scheduling Processes**

**Insurance Verification**

**Leadership & Management**

**Assessment & Performance Management**

**Point-of-Service Collections**

**Pre-Certification / Authorization**

**Financial Counseling**

**Pre-Registration & Registration Processes**

**Staff Development & Training**

**Vendor Relations Management**

**Technology Requirements**

**Insurance Eligibility Verification**

We will verify and monitor the use of eligibility tools to validate the capture of accurate and complete insurance information—especially with scheduled procedures.

**Front-End Collections**

If front-end collections have not been established we will work with your staff to implement this process—consistent with industry standards.

**Training**

We can conduct training for any front line staff to ensure they are knowledgeable and proficient in the expertise required for their positions.

**Standards and Quality Assurance**

We can assist in establishing production standards and quality assurance reviews to enhance the data collection accuracy of the department.

**Consulting**

HRG helps you maximize the performance of your people, your processes, and your technology.

**Management**

HRG can provide an on-site Manager or Director to supervise the operation or turnaround of your Patient Access department.

**Staffing**

We offer temps, temp-to-perm, and permanent staffing assistance in Patient Access, including admitting, scheduling, and financial counseling.
Your HIM department oversees key functions such as management of medical records, transcription, coding of diagnostic and medical procedures, reviews and audits, records processing, and release of information. We offer several services to help correct deficiencies and improve performance.

**REMOTE / BACKLOG CODING**

Our HIM leadership and coding staff are credentialed AHIMA and AAPC coding professionals with a minimum of three to five years' coding experience.

**ICD-10 ASSESSMENT / TRAINING**

Our consultants know how ICD-10 implementation will affect workflow, technology, and personnel across departments and organizations. Relying on their expertise and using information gathered during on-site reviews, our consultants will conduct a Strategic Assessment and create a Road Map that outlines critical action items for an effective transition to ICD-10.

**RAC CONSULTATION**

Years after the nationwide rollout, RAC activity and RAC-related costs continue to rise, resulting in huge administrative burdens. Our consultants work with you to design systems that help you prevent recoupment, overturn denials, and resolve underpayments.

**AUDITS**

Our Coding Validation Audit protects your organization against non-compliant coding. HRG's professionals are skilled at targeting and resolving compliance risks. Let us help you acquire Compliance Assurance and receive reimbursement you are owed for services provided.

**STAFFING**

We can provide a certified Health Information Manager or Director to take control of your HIM department to ensure prompt and proper coding and compliance of your records.

**OUTPARTNERING™ HRG SOLUTION**

HRG can fully manage and operate your Health Information Management department—or any portion of it—such as:
- Transcription
- Assessment & Priorities
- Leadership & Management
- Performance
- Management & KPIs
- Coding & Data Quality
- Clinical Documentation
- Release of Information
- ICD-10
- Policy & Procedures
- Vendor Relations Management
- Compliance
- “Meaningful Use”
- Cancer & Birth Registry—JACHO
- "Meaningful Use"
- "Meaningful Use"
- "Meaningful Use"
- "Meaningful Use"
- "Meaningful Use"
- "Meaningful Use"
Your Patient Financial Services department encompasses vital services such as billing, collections, revenue control, and support. In turn, our services encompass several ways to improve performance.

**CBO—CENTRALIZED BUSINESS OFFICE**
HRG can take complete responsibility for running any revenue cycle department from our centralized business office.

**SELF PAY/EARLY OUT COLLECTIONS**
Self Pay balances generally account for high volumes of difficult-to-collect dollars; we have the technology and resources (including proprietary software) to collect these accounts quickly and maximize your return. Your employees’ performance, productivity, and morale will improve by allowing them to focus on the higher dollar Third Party balances.

**CLEAN-UPS AND CONVERSION**
Whether it is a backlog of accounts receivable or the result of a computer conversion, we can provide accounts receivable resolution services. We use our proprietary software to deliver efficiency and expedite the collection and wind down of AR balances as quickly as possible.

**SAFETY NET**
Safety Net offers a backup plan for every occurrence which could impact your revenue cycle and cash flow. We establish a VPN connection to your system, and at a minimum, have access and logins ready for our “First Strike” Safety Net team.

**CLINIC**
Utilizing your clinic billing system, in concert with our proprietary software, we will manage the entire billing and collection process for your clinic. Coding, billing, collection, cash posting, and denial management are all parts of the HRG service.

**MANAGEMENT**
We can provide an on-site Manager or Director to supervise the operation or turnaround of your Patient Financial Services department.

**CONSULTING**
We offer assistance with the full spectrum of PFS functions, from Assessment and Analytic Services to Systems Implementation Support and Management to Interim Operations Management.

**STAFFING**
We offer temporary, temp-to-perm, or permanent staffing options, including billing, collections, cash posting, Financial Analysts, denial management, and customer service.

HRG can take responsibility for the management and operation of your Patient Financial Services department with a combination of on-site and off-site services: 
- Centralized Business Office
- Assessments & Priorities
- Leadership & Management
- Performance Management & KPIs
- Billing & Collections
- CDM
- Cash Posting
- Self Pay/Early Out Collections
- Denial Management
- Policy & Procedures
- Vendor Relations Management
- Reports
- Proprietary Technology

OUTPARTNERING™ HRG SOLUTION
Your Information Technology Department (IT) is responsible for all network, telecom, computer, and health information systems. We offer a variety of services to enhance your IT performance.

**CIO SERVICES**

Our CIO services are ideal when you need executive level IT oversight. The CIO program allows you the flexibility to budget the amount of help that is needed and to adjust the amount of time required as needs dictate.

**SYSTEM SELECTION & IMPLEMENTATION**

We can provide CIO level assistance defining internal needs for information systems and developing subsequent RFPs. We can also provide further assistance in the evaluation and selection process.

**SECURITY PLAN**

The HIPAA/HITECH regulations require the development and implementation of a Security Plan and Program, especially as it pertains to "meaningful use." We can guide you through this entire process.

**HELP DESK**

Our IT help desk provides 24/7 customer service support help through our individualized service desk. Our IT team’s technical knowledge, combined with outstanding interpersonal skills, helps you resolve problems quickly. We stand behind you with a technology enabled monitoring toolset to proactively respond to your problems quickly. Our technicians can remotely access user workstations for immediate resolution.

**OUTPARTNERING™**

We can fully manage and operate your IT department with a full suite of on-site and off-site services:

- Assessment & Priorities
- CIO & Leadership
- Infrastructure Management
- Project Services
- System Selection & Implementation
- On-site or Virtual Servers
- Technology Requirements
- Policy & Procedures
- "Meaningful Use"
- Security Plan
- Vendor Relations Management
- Help Desk

**MANAGEMENT**

We can provide a CIO, IT Manager, or Director to take charge of your IT department and ensure the smooth performance of all your department functions. Additionally, we can manage the system selection and implementation of systems on a project basis.

**CONSULTING**

We offer CIO level consulting for strategic planning, system selection and implementation, department operations, and technical problem resolution.

**STAFFING**

We offer temporary, temp-to-perm, or permanent staffing options, including IT staff or employees, CIOs, Project Managers, and help desk staff.
This is what we do

OutPartnering
Management
Consulting
Staffing

HRG REVENUE CYCLE SERVICES

YOUR REVENUE CYCLE DEPARTMENTS

Patient Access
Health Information Management
Patient Accounting
Information Technology

www.hrgpros.com | 800.695.8171