KPG REVENUE CYCLE MANAGEMENT, INC.

SERVICES JANUARY 2015

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1/1/2015

Revenue Cycle Management Consulting

The KPG team delivers a broad range of services to GE Centricity© customers. Our services encompass all of the aspects of managing a practice. From the initial implementation of the system to the all-important contact with the patient to the collection of the final dollar, we will work with you to address the people, processes and technology that impact your Revenue Cycle.

KPG Revenue Cycle Management brings not just knowledge but passion to all its undertakings, whether it be a new implementation, a practice assessment, interim management, or delivering presentations at national conferences.

We are a GE Preferred Vendor with experience across GE Centricity© products:

- Centricity© Group Management also referred to as IDX, GPMS and Groupcast.
- Centricity© Practice Management Solution also referred to as Millbrook (practice management) or Logician (EMR)
- Centricity© Business also referred to as Business Solutions, IDX, or Flowcast.
- Integration of PACS/Radiology with your GE practice management system
- In depth knowledge of Anesthesiology billing

REVENUE CYCLE & PRACTICE OPERATIONS EVALUATION

KPG Revenue Cycle Management is about working with you to solve problems and find solutions. Our revenue cycle management consulting services will work with you to improve any area of your revenue cycle, from the time the patient calls for an appointment to the time the account is paid to final reporting.

With a few visits we can quickly determine:

- What are the roadblocks holding your organization from success
- Work with you to improve your practice
- Assist you in finding qualified staff where necessary
- Assist in establishing goals, job responsibilities
- Leave you with ongoing improvements in staff and system performance

Performance Reporting and Analytics

KPG RCM will evaluate your current performance reporting and analytics efficiencies to ensure your operational growth and decision-making by developing business solutions that work for you. By using our knowledge of technology and business management strategies we help you improve efficiency and reduce operating costs. KPG RCM help you determine what you need to have in understand and compare data yesterday, today and tomorrow.

Process & Workflow Redesign

KPG RCM will assess your current workflows to perform a benchmark analysis to comparative organizations. When this is complete, we are able to recommend changes to improve efficiency of care, operational performance and patient satisfaction.

Additional Consulting Services

- Practice assessments
- Staff performance evaluations
- Effective task distribution
- Efficiency and quality improvements
- Patient flow improvement
- Interim medical practice management

PRACTICE MANAGEMENT AND EMR IMPLEMENTATION SERVICES

The implementation project is defined by its four phases: scope, design, build, and activate. We recognize that every implementation is unique and activities may overlap or be replaced by one another. Our project team knows when to change the occurrence of selected steps based on the specific needs of the project.

- Develop project and resource scope requirements with our client to ensure on time delivery of system
- Develop project timeline and project milestones to track progress and manage project progress
- Recommend design and processes based on smart practices developed over successful implementations
- Build the database with our client
- Manage interface and conversion projects
- Interface with claims engineer to co-ordinate design with claims
- Develop procedures and workflows to ensure orderly transition to internal teams upon completion of project
- Track metrics to mitigate potential revenue issues during transition from Legacy system
- Post live review and follow-up to transition to GE Support
- Assistance with database migrations and database upgrades

STAFF DEVELOPMENT AND TRAINING

People are one of the major building blocks of an organization. This is particularly evident in the revenue cycle process as we see the many opportunities for patient dissatisfaction and loss of revenue because of lack of good hiring practices and appropriate training.

When looking at better performing practices, a common thread was their focus on people, their focus on hiring the right people, their focus on education, and taking a holistic view of compensation, and work schedules to increase satisfaction within the work environment.

KPG Revenue Cycle Management believes that your people are an important asset to be developed into a finely tuned team. We can assist you with:

- Developing job descriptions
- Developing hiring tools to select qualified staff
- Develop training curriculum and training materials suited to your specific environment
- Provide end user training on Group Management system
- Deliver Web CBT's to use as follow-up training
- Develop workflows and training on specific Group Management modules specific to client's environment
- Train on billing basics for the back office
- Educational workshops targeted to specific problems

SYSTEM MANAGEMENT AND SUPPORT

Knowledgeable ongoing support of your practice management system is critical in any organization. The vendor provides support up only to a certain level and then you must use internal resources to manage the day to day operations of your system: maintenance of system tables, automation of processes, simply changing forgotten passwords! Many organizations rely on a person in the billing office or from the front office who wears multiple hats to take care of "those" questions. The result is a person who is worn out! And knowledge that is often missed because the individual is too busy just trying to maintain a daily work load.

An alternative is to outsource your daily support to a team of experts with a deep knowledge of the product and who can respond quickly to adding a new constant, change a password, and even more importantly, take a deeper look at your system to determine opportunities for greater efficiencies thru automating processes.

Let KPG RCM be your internal IT team. With current technology, we don't have to be onsite to manage your system and free your resources to run your business.

- Day to day support of constants and system
- Infrastructure development and expansion
- Automation of processes

PERFORMANCE REPORTING AND BUSINESS ANALYTICS

Performance Reporting and Business Analytics is one of the core competencies that KPG Revenue Cycle Management focus on with our clients. We understand the need to deliver more than a reporting solution. Today's healthcare organization are driven by the information derived from the data that is used to inform and assist in decision making. We work with our clients to understand what drives their organization in order to design and develop the business intelligence solution that fits their business model.

KPG Revenue Cycle Management's team of data experts understands today's technology and the complexity of the information but more importantly, they know how to sift thru the data to help you find the data you need to manage your practice. We work with you to define your reporting and data needs and develop the business tools you need to go forward in the modern world of Business Intelligence (BI)!

Our Performance Reporting and Business Analytics team have extensive experience in the following areas:

- Reporting
- Data and Business Analysis
- Data Warehouse Design
- Data Warehouse Development
- Database Administration
- Benchmarking internally, against industry standards and on-going performance metrics
- Dashboard Development
- Cognos (Analyzer)
- Transition to next generation of reporting (e.g. Origins)

Our teams' experience includes a broad range of healthcare products, including Centricity© Group Management also referred to as IDX, GPMS and Groupcast, Centricity© Practice Management Solution also referred to as Millbrook (practice management) or Logician (EMR), Centricity© Business also referred to as Business Solutions, IDX, or Flowcast, and Misys.

We also have in depth experience with Microsoft and Unix/AIX based tool sets.