

Right-Sourcing your RCM

About Legacy Health

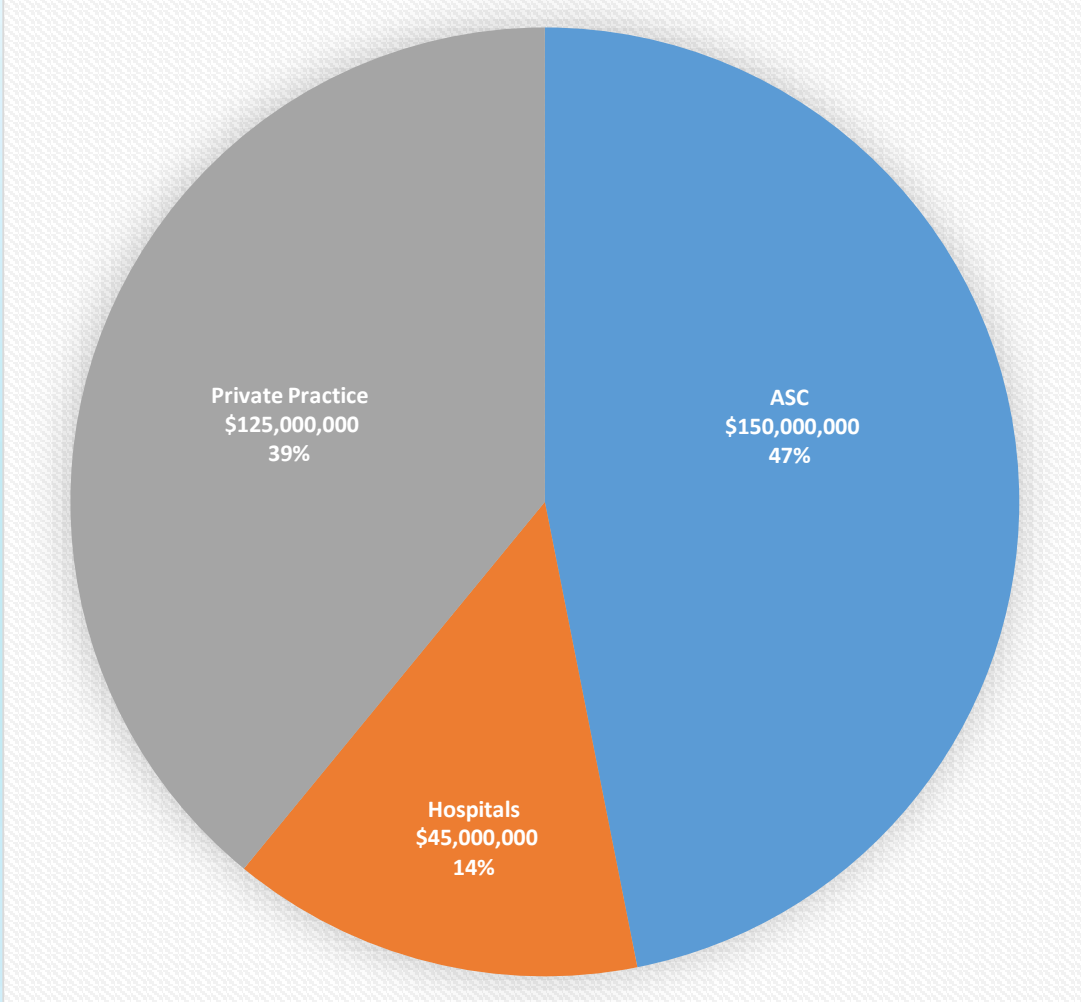
- ❖ End to End Revenue Cycle
- ❖ Founded in June 2006
- ❖ Employee Strength of 1200+
- ❖ Serving 1000+ Providers worldwide
- ❖ Locations –
 - ❖ United States (Dallas, El Paso, TX)
 - ❖ Sri Lanka (Colombo, Kandy)
 - ❖ India (Chennai, Delhi)
- ❖ HIPAA Certified Compliant infrastructure

PMS Expertise within Legacy Health

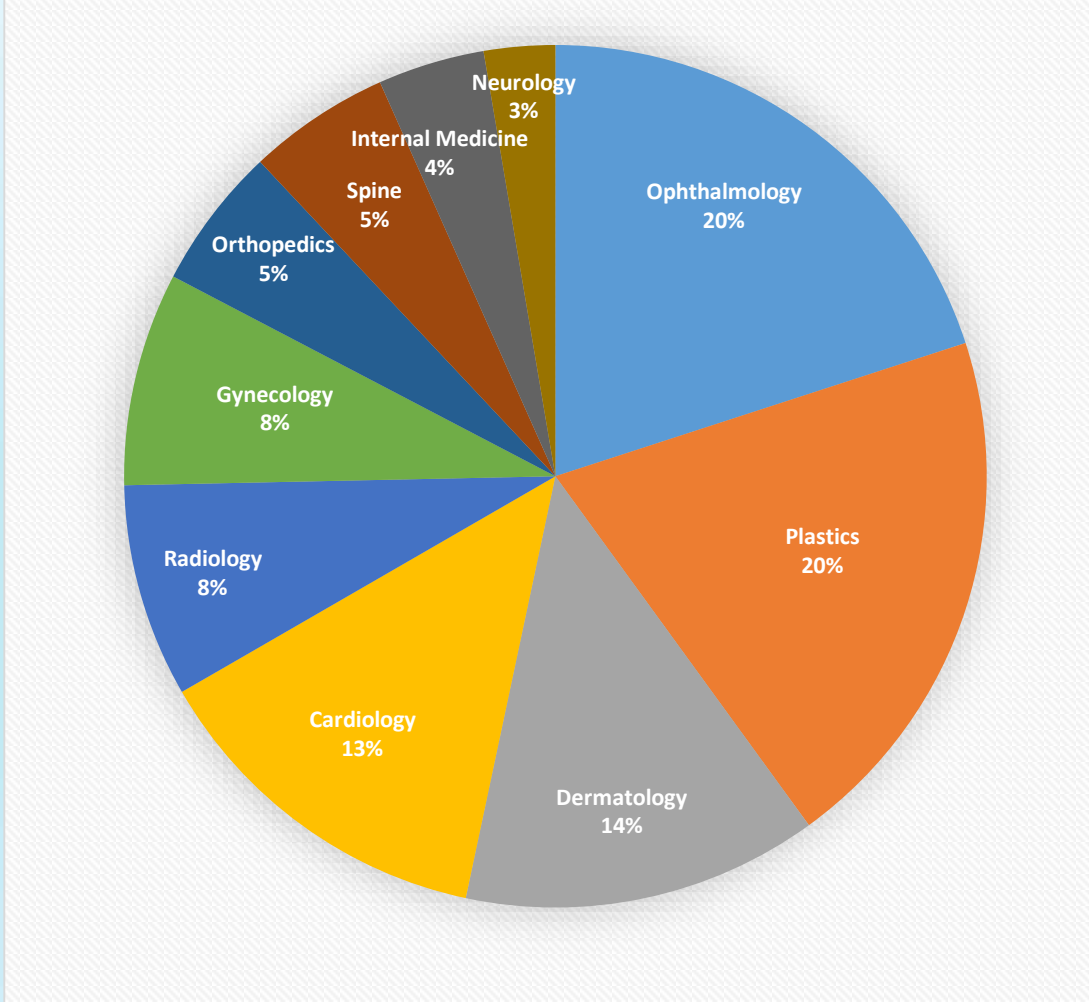
Practice Management Systems	
Allscripts	HealthWind
Amazing Charts	MS - Intelligent Medical Software
Advanced MD	Kareo
Athena	Medisoft
Azalea	MediTech
Bright Tree	Misys
Centricity	Nextech
Cerner	NextGen
ChiroSpring	Optum- Care Tracker
DocuTap	Practice Admin
eClinicalWorks	

*Our teams can quickly get up to speed on any PMS system utilized by our clients

MONTHLY CHARGES BILLED BY PROVIDER TYPE AS A % OF OUR BUSINESS



PRIVATE PRACTICE SPECIALTY MIX



Service Offerings

Verification of
Benefits

Prior
Authorization

Coding

Charge Entry

Clean Claim
Submission

Accurate
Payment
Posting

Denial
Management

Persistent
Insurance AR
Follow Up

Patient Balance
Statements

Month End
Reports
Package

Dedicated
Account
Management

Account
Analytics

Additional Service Offerings

Coding Audits

RCM Process
Review

AR Collectability
Analysis

Contract
Compliance
Audit

Denial Avoidance

Revenue
Integrity Review

Financial
Dashboard

Revenue Capture and Collections

Your success is our success...

- Our goal is to implement efficient processes and a value add model to your revenue cycle
 - Complete and accurate claims submitted to insurance plans for processing
 - Team persistence in Insurance AR Follow-up to promote accelerated cash collections
 - Accurate payment posting of your deposits to ensure revenue integrity
 - Revenue audits to ensure accurate financial reporting
 - Analytics to provide summary of production and financial trends to assist in performance management

Revenue Integrity Assessment

Although cash collections may seem like the issue from the surface, revenue integrity is key to determining the extent of collectability of your A/R.

- ✓ Audit accounts receivable for managed care contract compliance
- ✓ Audit coding to ensure correct CPT and HCPCS are selected for procedures and products used
- ✓ Audit coding for medical necessity requirements specific to the health plan of your patients
- ✓ Provide documentation improvement recommendations to your physicians and facility clients
- ✓ Provide detailed financial impact analysis and open balance collectability opportunities

Focused issue research

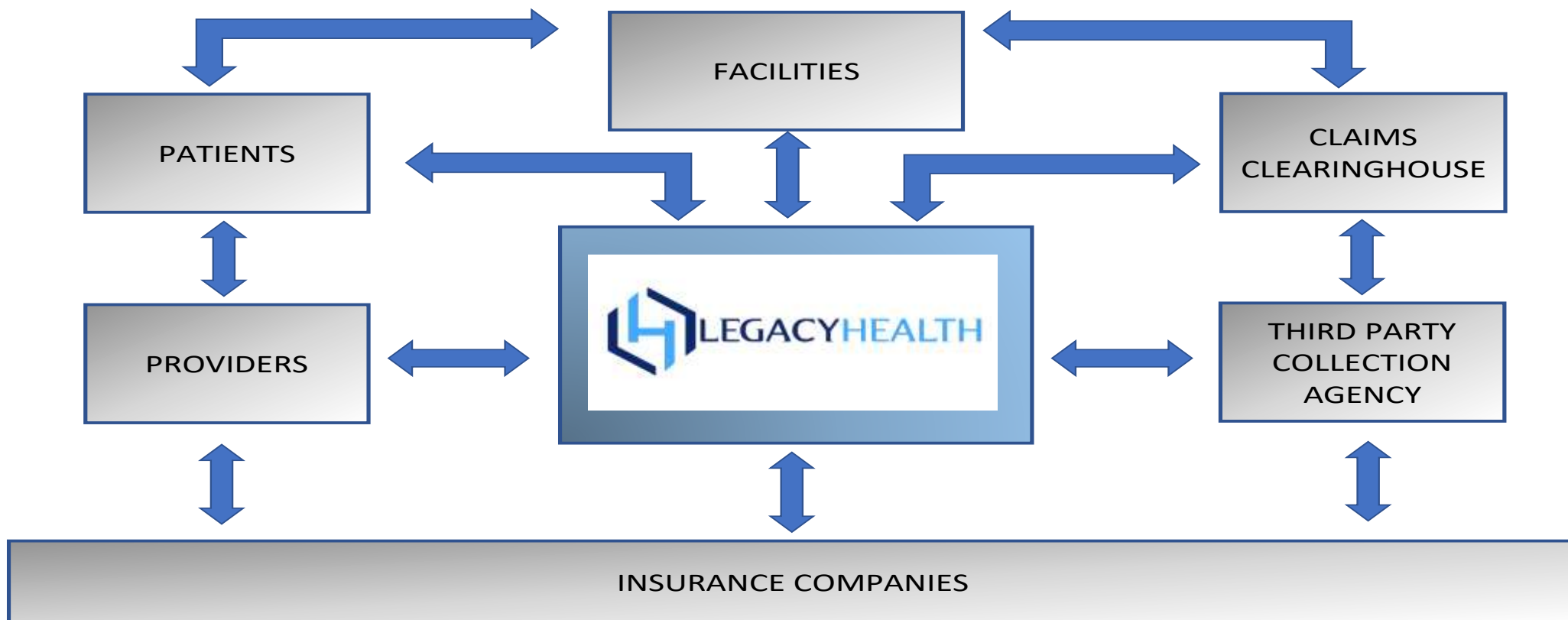
Challenges you are currently experiencing

When you are faced with challenges in collecting for your services, it can bring frustration and financial burden. We are here to help you and your team.

- Research denials by performing root cause analysis
- Expected outcome determined and communicated to your staff
- Education provided to key process members within your organization

Typical workflow with Legacy Health

- ❖ Accelerated cash collections
- ❖ Improved communication process between all stakeholders
- ❖ Reduced bad debt



Compliance and Continuity

Compliance

- All data transfers are encrypted using secure file sharing software in compliance with HIPAA
- Latest firewall and antivirus security methodologies in place to minimize cyber or data breaches
- Legacy is consistently audited and monitored by an industry leader in HIPAA Compliance, Compliance Group
- All staff trained on HIPAA compliance, including additional quarterly continuing education classes

Business Continuity

- Located in 5 different locations, which ensures that all work is shared among a minimum of two locations guaranteeing business continuity
- Redundant fiber optic connectivity across all service delivery locations
- Robust/ Tested Disaster Recovery plan in place

Long term success with Legacy Health

Improvements should not be short lived. We are here to help maintain success by aligning with you and your team. This model strives to ensure improvements stay in place and you continue to see accelerated cash collections in an efficient and compliant environment.

- Monitor to ensure the improvements are working as planned
- Feedback communicated to staff and management
- Additional training to continue improvement momentum

THANK YOU

Legacy Health is excited to be given the opportunity to work with you and your organization. If you have any questions related to this presentation please do not hesitate to contact our team.

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