

EXCEL HEALTHCARE



RECEIVABLE MANAGEMENT & CONSULTING CORP.

YOUR APPEALS & DENIALS SOLUTION...

Medical collections a beat above the rest

Designed to exceed your expectations

***Managed Compliance---Appeals/Denials-----Health Alliances -----Untimely Filing
Integrated Delivery Networks***

These are the “buzz-words” of healthcare today. All mean literally the same thing: that, in order to compete in this marketplace, healthcare providers must come together and share the knowledge, recourses and capabilities of one another in order to provide the highest quality and levels of service.

That’s what EXCEL is all about. Through our years of experience and networking in our industry, we have developed a network of healthcare financial professionals who are working together as one entity to provide your facility with services that only an alliance of the very BEST could offer.

EXCEL is a specialized firm in the healthcare recovery industry. Our expertise is on overturning rejections and denials from third-party payors, auditing “zero balance” Managed Care Accounts for contract compliance and payment discrepancy and providing hospitals and physicians BOTTOM LINE RESULTS while maintaining a professional relationship with third-party payors and patients.

Excel provides these services to healthcare providers, without regard to the size or location of the facility.

“YOU SET THE SCOPE, EXCEL WILL PROVIDE THE RESULTS”

We look forward to the opportunity to be of service to your facility.

Daisy Martinez
President / CEO

EXCEL

Definition:

1. be very good: to be outstanding or have a particular talent in something
2. do well or better: to do better than all others, than a given standard,
[15th century. < Latin excellere "rise above" < assumed cellere "rise"]

We define **EXCEL** as follows: 1). the results provided by our staff achieved independently by using all resources available, combined with the years of experience, will surpass your expectations. 2). Results that can be effectively measured in the increase of cash flow and revenues to your facility. 3). A service that will outshine the competition by enhancing third party payors / patient relations and minimizing the negative effects to the facilities/providers.

The Third Party payor industry requires the expertise and uniqueness in collections it involves. Experience is the key to providing our clients with results that will exceed your expectations. Compared to others **Excel** is unique in doing fieldwork as an extension of your business office, while keeping a personalized approach in collecting your receivables. **Our corporate goal** is to secure payment while maintaining a professional and mutually beneficial relationship with your facility and the Third Party Payors.

“RESULTS THAT WILL SURPASS YOUR EXPECTATIONS”

Physician Services

Excel offers comprehensive Medical Collection Services to Physician's office as well as Hospitals and group facilities ranging from:

- Hospitals
- Large an Single practice
- Out-Patient Surgical Centers
- Single to Multi-Specialty independent Practitioners'

Specialties

Excel specialices in most physician specialties including but not limited to:

General Specialties

- Anesthesiologist
- General Surgeon
- Cardiothoracic Surgeon
- Cardiology
- Neuro Surgery
- Oncology
- Pain Management
- Pulmonary Specialist
- Rheumatology
- Thoracic Surgery
- Vascular Surgeon

Women Diaqnostic Services

- Infertility
- Diagnostic Services
- GYN
- GYN-Oncology
- GYN-Urology

Using traditional collection methods it's virtually impossible to obtain proper reimbursement from the Third Party payors. And the knowledge in Medical collections is in no way adequate enough to guarantee optimal reimbursement. The complexity of this arena requires a superlative and vast experience in not only Appeals & Denials, Collections and Coding. Most agencies will only collect "Easy Money" leaving a large percentage of your receivables unaccounted for. In order to assist your facility in collecting 100% of your contracted rate Excel's staff has onsite Auditors with the experience to assist you with all your complex coding and collection concerns.

TRADITIONAL COLLECTION SERVICES:

- No real surgical know-how and industry standards and expertise
- Insufficient Collection and surgical coding knowledge
- Inability to monitor underpayments, lost revenue and denied claims
- Poor collection knowledge (especially Appeals & Denials)
- Inadequate AR tracking method
- Software that is limited in its day-to-day process and reporting functionality
- Lack of training, resources

Medical collections are so complex that getting reimbursement for services, even if you have a contract is virtually impossible. Through our years of experience in the industry, Excel has implemented methods that incorporate people, process and technology focused on the physician specialty / surgical practice. The staff at Excel has over 15+ year of experience in specialist collections.

Auditing & Collection Process

Upon placement EXCEL will audit every account to verify coding levels and compliance. And ensure that it is within Medicare recommended guidelines. We verify reimbursement against what was billed to ensure the use appropriate CPT and ICD-9 coding to ensure appropriate reimbursement. Excel has experienced personnel in Accounts Receivable Management. Our forte is Appeals & Denials, as well as Collections.

OUR AUDITING/ COLLECTION PROCESS WILL PROVIDE:

- Re-Submit, follow-up for all insurances and patients claims.
- Review all your payors(insurance) contracts, contract fee against reimbursement to ensure proper payment
- Identify & Rectify underpayment issues
- Provide you coding strategies/improvements to maximize reimbursement.
- Advise you on strategies or procedures compliant with government mandates that can increase revenue
- Provide practice Strategic Decision Making Reporting Intelligence-- we will provide customized management reports designed to assist you with future contract negotiation
Administrative vs. Clinical Denials
- Identify the slow payors as well the ones that are paying according to contract.

STILL NOT CONVICTED!!!!!!

DYNAMIC INTERNET CLIENT ACCESS:

Just because you have placed accounts with EXCEL, we never want you to feel that you have lost control over your A/R. With EXCEL you will never feel out of touch. One significant difference between EXCEL and our competitors is that we work as an **extension of your office**. We will provide you with quality and dependable services. We keep our clients informed.

We provide prompt tracking on all of your accounts through a fully secure, password protected web site. Access to status and statistical information is available 7 days a week, 365 days per year

[By providing you with 24/7 access to view your accounts Follow-Up and Collection activity process in our system.](#)

Recovery

of

Rejected or Denied Third Party Payor Claims

Managed Care Payor Retrospective Audits for Contract

Compliance and Payment Discrepancy

Excel Healthcare Receivable Management & Consulting Corp. Is a specialized firm with expertise in obtaining payment from you managed care organizations? As you are aware, each situation is different, and your options may be limited by your contract, as well as by the limitations imposed by the Florida Statutes.

An audit of “zero-balance” managed care accounts will accomplish several objectives. *First*, the audit will increase revenue to the hospital in both the short and long term. *Secondly*, the results of an audit are a management tool whereby management can determine where, if any billing, posting or technical errors exists within the organization. *Lastly*, the information obtained from the audit will prove useful for future contract negotiations.

It is entirely at the hospital’s discretion to define the scope of the audit. Excel will audit all payors the hospital desires. The audit process itself is actually quite simple. Our auditors will arrive at your facility and begin the process. The length of time the auditor would stay would be determined by the scope and volume of the audit.

During the Managed Care audit, Excel will review all available information pertaining to the hospital’s managed care payor mix including:

- ◆ Review all Managed Care contracts

We will provide a review of all managed care contracts, including any addendum’s that may be paramount to obtaining reversal of an earlier denial and/or partial payment. We will commence this analysis upon notification.

This preliminary review will lay the groundwork for the following:

- Identification of accounts not paid according to contract;
 - Determining all services reimbursable by contract, and
 - Provide guidelines and limitations to avoid denials and ensure proper billing.
- ◆ Establish the basis for Denial, Non-Payment or Reduction of Benefits.
 - Excel will begin its efforts immediately by requesting a reconsideration of the claim and a written explanation of the HMO’s basis for denial, non-payment and/or partial payment;
 - Carriers paying late;
 - Outliers and stoplosses the payor is not paying;
 - Carve outs missed.

Our auditors will begin the review upon notification, gathering pertinent information applicable to each account. Once this is completed, the auditors then return to our office to conduct their research, completely and thoroughly auditing the accounts and re-bill the payors for any discrepancies that we find. The hospital will be provided with a complete, detailed listing of the accounts Excel has re-billed, with expected additional claim reimbursement.

Excel's fees are solely contingent upon our success, of the revenue recovered. There are no other fees charged to your facility. Our corporate Goal is to ensure payment while maintaining a professional, mutually beneficial relationship with the managed care organizations. It is very important to establish from the onset that signing the contract merely initiates the relationship with the HMO. It is up to the facility to diligently review payments to ensure that all claims are paid under terms of the contract. We realize it may be difficult under present staffing and budget constrains to maintain all requirements needed to ensure proper payment was made by the HMO. Excel Healthcare Receivable Management & Consulting Corp. Requires minimum notice to begin an audit, and depending on the overall scope and volume, can the audit can be completed in a very short time.

Excel will work as an **extension of your business office** ensuring proper payment has been made according to contract. We will provide our utmost efforts to assist you in maintaining your accounts receivable clean and up to date while proving a positive impact on the bottom line results to your facility.

**A FEW OF THE MOST COMMONLY QUESTIONS ASKED ABOUT
EXCEL**

Who is EXCEL?

Excel HealthCare Receivable Management & Consulting Corp. (“Excel”) is a specialized firm. We are not a collection agency, nor are we a law firm. However, we are known for doing one thing very well at EXCEL, and that is overturning Denials and Rejections from third-party payors. Our expertise is Appeals & Denials.

What type of accounts can you place with EXCEL?

Here’s a simple rule-of-thumb. If any payor, other than the patient or guarantor was supposed to pay your facility and failed to do so for whatever reason, or failed to pay appropriately according to contract then you can assigned the accounts to **EXCEL**.

EXCEL will work Inpatient, Outpatient, ASC, ER and a wide range of different claims. All claims are worked thoroughly.

Any Payors?

Any payor. **EXCEL** will devote its BEST efforts regardless of the payor. HMO’s, PPO’s Managed Care plans contracted, Non-contracted, Commercial insurance, Medicare, Medicaid, Worker’s Compensation, Blue Cross / Blue Shield, MVA, Liability Claims, Attorneys, Foreign Insurance Plans. Excel will work claims regardless of the payor (Primary or Secondary payors).

Any Rejection / Denial?

There are literally hundreds of reasons a payor will use to Reject or Deny a claim for payment. **EXCEL** will work to resolve any issue including but not limited to. Pre-Existing Conditions, Coordination of Benefits, Timely Filing Issues, Medical Necessity, Pre-Authorization problems. **EXCEL** will dedicate unsurpassed efforts to obtain payment on Rejected and or Denied Claims.

Is there a volume commitment that I have to make to refer accounts?

Whether it's one account every now and then or a couple of boxes / list every week, we always welcome your business. Use us when you need us. We take the position that we're here to help when the need arises. We always welcome the opportunity to prove ourselves for potential clients and there is no better way than to simply try us out for a while.

Once you've tried our services the RESULTS obtained will prove Excel's worth to your facility...

How much will this cost you?

Our fees are solely contingent upon our success, and are based upon a percentage of the amount recovered. This is the only fee that we'll ever charge you. If you think about it, it's really a "win-win" situation. ***We only get paid when you get paid.***

I already use collection agencies, isn't EXCEL the same?

Not at all. Agencies are just not geared-up to handle the highly specialized type of work required for overturning Denials. When you place accounts with your agency, they all start the process in the same manner. If an insurance company denied a claim they always tend to go back to the patient for reimbursement. Accepting payment arrangements on claims that should be paid by the payor not the patient. Excel's RN's will work directly with the payor to possibly resolve any Denial. ***Excel's*** recovery methods are very precise and will overturn your Denied claims faster that will provide a positive impact to your bottom line will maintaining your patients happy.

I already have a specialty firm working my accounts. Why should I try EXCEL?

Naturally, because we truly believe that were the BEST. Give us the opportunity we'll prove it. Refer to EXCEL those accounts that the other firms have closed and returned to you. We'll do everything that we can to turn those accounts into revenue. If we don't, you still haven't lost anything, and you'll know the other firms are working the accounts properly. If we turn these old accounts into cash, then you can determine what to do.

We're going through a major conversion and transition right now. I really can't address this at the moment.

This is exactly the time that you should be using our services. Think about it! A conversion is an all-consuming process and laced with a myriad of problems extended over a great period of time. Chances are, claims are not going out timely, and the ones that are might contain a few errors. Your staff is heavily involved in endless training sessions and updates, so the normal day-to-day work may not be getting done. EXCEL can help to ensure that the work gets done by maintaining your cash-flow.

How is the work performed at EXCEL?

Every claim is different, and that is how it's handled. We use all recourses to ensure reimbursement compliance. On a regular basis Excel will travel to the payor, at our own expense, and sit with them to discuss whatever issues are at hand. This is particularly effective if you're experiencing problems or delays with a particular payor. We have developed a network of contacts at a payor level.

Our Facility is very concerned with its' public image. Will using EXCEL have any effect on it?

Without a doubt. The use of our services should actually help enhance your image with the doctors, patients, as well as the third-party payors. EXCEL takes the approach of working as an extension of your business office. We advise the patients that we are assisting the facility in easing their financial burden by attempting to get the payor to make restitution on their claim. Payors also welcome our involvement, as we help them find error within their operations, processes claims correctly and serve as a liaison between their most important public:

- The facility
- The policy holder

" What a Winning Combination"

What makes EXCEL as good as it Claims?

Simple, it's our staff. Excel is comprised of experienced healthcare financial professionals, with a total of 40+ years of experience. Our staff's diverse backgrounds and expertise make the difference. We have a passion for what we do. Our satisfaction is the excitement obtained for overturning your denials. It's simply exhilarating. ***"EXPERIENCE IT"***.

We look forward to the opportunity of working together with you and your facility, and assisting you with your A/R needs. Please feel free to contact me, at (305) 821-4137 should you have any questions or need additional information. Again, I thank you for the opportunity to present this summary of our services and look forward to a long and mutually beneficial relationship.



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