

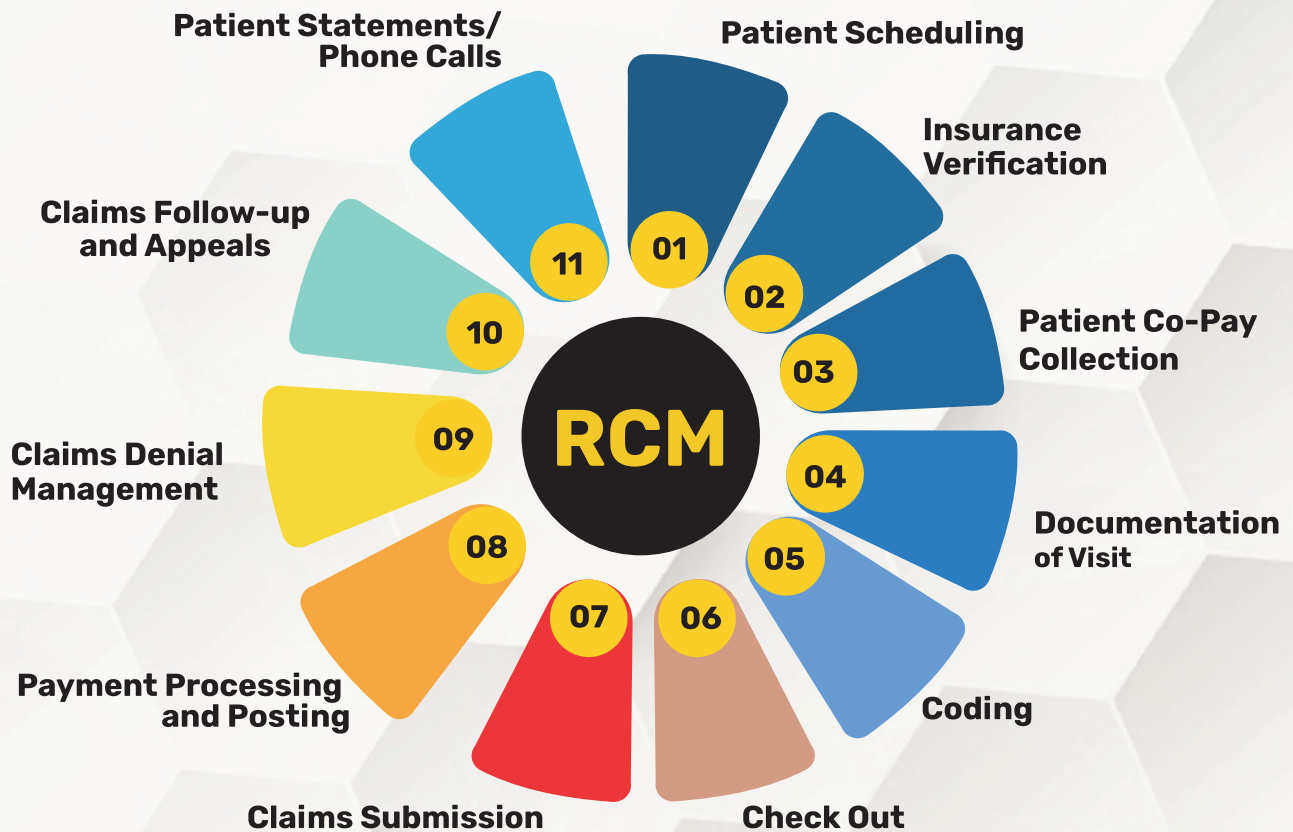


RCM Overview & Pricing Model

Transforming the lives of our team members, while making a Global Impact

ROLES

- Insurance Verification and Coverage
- Claims Submission Specialist
- Accounts Receivable Specialist
- Denials Management Specialist
- Payment Posting Specialist



WE OFFER 3 CUSTOMIZABLE SOLUTIONS:

01

We provide the people;
you train them your way

02

Train the Trainer. Your
team trains our experts
on your processes and
procedures. Our experts
then train all of your
remote/virtual team
members for you

03

End to end RCM
solutions.

Monthly reporting, weekly
meetings,
exclusive continued
support, access to our
senior RCM team.

SAMPLE BEST PRACTICE/SOP: EFT/ERA PAYMENT POSTING

Purpose:

The purpose of this SOP is to describe the standard procedures to be followed for posting electronic payments (EFT/ERA payments).

Scope:

This SOP applies to all electronic payments from payers related to collectible services provided to the patient.

Responsibilities:

The assigned SupportDDS team members are responsible for ensuring that all EFT payments are posted into the practice management system accurately and timely.

Procedure:

1. Log into bank account (view-only or restricted access).
2. Gather the necessary documents.
 - Electronic remittance advice (ERA)
 - Patient ledger
3. Review the ERA.
 - Make sure the patient's name, date of service, and procedure codes are correct.
 - Verify the amount of the EFT payment and any applicable write-offs.
4. Post the EFT payment to the patient ledger.
 - Enter the amount of the payment.
 - Allocate the payment to the correct procedure codes.
 - Categorize the payment as "EFT Payment".
5. Complete the adjustment following the Standardized Adjustment Codes cheat sheet, if needed.
6. Save the ERA to the Document Center in the patient account.
7. Reconcile the EFT payments with the patient ledgers.
 - This will ensure that all payments have been posted correctly.

Frequency:

EFT payments are to be posted on the date the payment is deposited into the bank account.

At the end of the business day, the Team Leads will review the Day Sheets to confirm that all payments have been posted, and that they balance out with what was deposited in the bank.

SAMPLE BEST PRACTICE/SOP: LOCKBOX PAYMENT POSTING

Purpose:

The purpose of this SOP is to describe the standard procedures to be followed for posting lockbox payments.

Scope:

This SOP applies to all lockbox payments related to collectible services provided to the patient.

Responsibilities:

The assigned SupportDDS team members are responsible for ensuring that all lockbox payments are posted into the practice management system accurately and timely.

Procedure:

1. Retrieve the daily lockbox batch file.
2. Gather the necessary documents.
 - Electronic EOBs
 - Patient ledger
3. Review the EOB.
 - Make sure the patient's name, date of service, and procedure codes are correct.
 - Verify the amount of the payment and any applicable write-offs.
4. Post the payment to the patient ledger.
 - Enter the amount of the payment.
 - Allocate the payment to the correct procedure codes.
5. Complete the adjustment following the Standardized Adjustment Codes Cheat Sheet, if needed.
6. Save the EOB to the Document Center in the patient account.
7. Reconcile the payments with the patient ledgers.
 - This will ensure that all payments have been posted correctly.

Frequency:

Lockbox payments are to be posted on the date the payment is deposited into the bank account.

At the end of the business day, the Team Leads will review the Day Sheets to confirm that all payments have been posted, and that they balance out with what was deposited in the bank.

TEAM MEMBER PRICING

Supplement to your current RCM team

\$2,120 each per month.

**Hybrid Solution: Your teams combined with
Our best practice solutions***

\$2,550 each per month.

Complete end-to-end RCM Solution**

\$2,980 each per month.

(Discounts for DSO/Multi Practices)

*Includes oversight by our RCM director in USA, auditing, site manager, Customized reporting.

**Complete solution for trained, certified teams with all AI software required included.

Included:

- Technology fees, dual monitors, PC, noise cancelling headset, web cam.
- Private workstation in our service center.
- No work from home permitted.
- Healthcare benefits for your remote teams.
- Customized reporting.
- Assigned to dedicated work force manager in our center.
- No long term contracts.
- Full time, dedicated, 40-hour a week team members.
- Work your hours or hours as requested.