

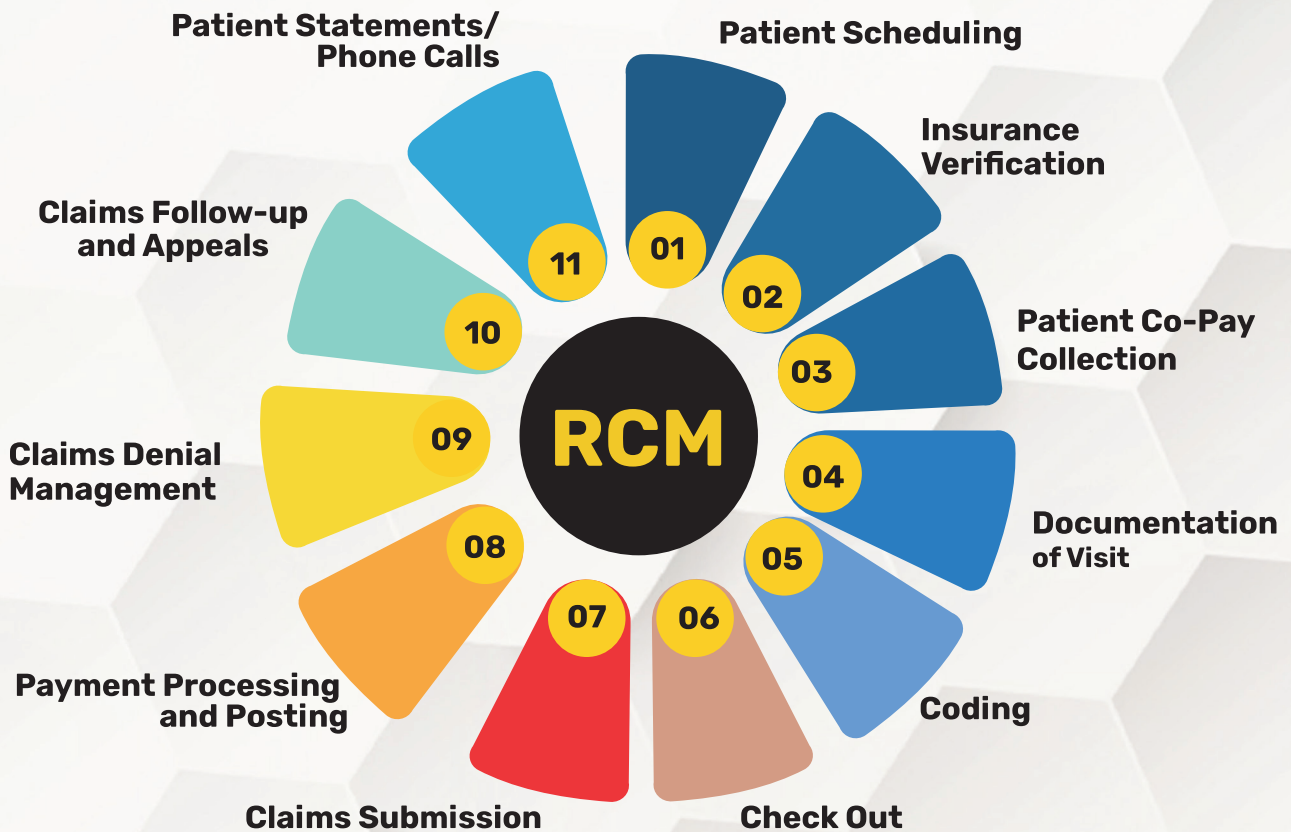


RCM Overview & Pricing Model

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 2 CUSTOMIZABLE SOLUTIONS:

01

RCM Essentials. Starting at \$2,180 Get the best of our entry-level services when you sign up for RCM Essentials. This includes Training, a dedicated CSP, and SOP.

02

RCM Elite. Starting at \$2,980 We offer the very best in RCM solutions. This is a full bouquet of services offering smooth workflow and reliable RCM services for your business.

RCM ESSENTIALS

RATES STARTING
AT **\$2,180**

RCM ELITE

RATES STARTING
AT **\$2,980**

RCM Basics

Basic Dental Training



Dedicated CSP



Best-in-class SOPs and Processes



Advanced Training

General RCM Training



Sandbox Training



Dedicated RCM Specialist



Integration Phase - Intensive Training



Oversight Phase



Ongoing Support

Advanced Reporting



Access to RCM Experts



Consistent Business Reviews



Access to RCM Auditor



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.

Benefits of Partnering with SupportDDS

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.