

Hawthorn Solution

Premier Service: The Hawthorn Advantage

Hawthorn Physician Services

10820 Sunset Office Drive, 3rd Floor, St. Louis, MO, 63127

314-238-5216

Converting Your Hard Work to Cash

Support that is Courteous, Responsive and Vigilant

Premier Service is a promise of the Hawthorn Advantage and a core component of our value delivery system. As described on the Hawthorn website (www.hawthorngrp.com) we deliver “ongoing, unremitting service,” which means our efforts in your behalf are continuous, sustained and incessant. When you select Hawthorn as your revenue cycle management partner, our levels of service will exceed your expectations and deliver more dollars to your bottom line.

Team Approach to Service

Hawthorn’s service starts early. Our onboarding process is carefully planned based on clients’ specific parameters and requirements. Thus, our service is tailored to your existing workflows, with recommendations for increasing efficiency and improving collection ratios.

Our billing and collection teams are organized by medical specialty. We achieve the highest levels of service because every claim is handled by experienced technicians that are already familiar with the demands of the specialty—radiology, pathology, emergency departments and more.

Each client practice is assigned a Customer Service Representative (CSR) who is on point for delivering premier service. CSRs meet with practice physicians monthly to review financial results and performance data. All your questions and concerns are addressed immediately.

Hawthorn measures service delivery by tracking internal benchmarks for speed and accuracy, with regular audits that convert daily tasks to standards that hold team members accountable.

Attention to Detail

Service delivery at Hawthorn is defined by diligent follow up, quick turnaround and persistent pursuit of payments. Shelly Bangert, Hawthorn’s director of revenue cycle management, explains that service is both personal and professional: “Our CSRs make monthly visits to each practice, and we want to see our clients thrive and prosper. We know our physicians work hard delivering medical care, and we convert their hard work to cash.”

We are genuinely interested in seeing physicians thrive and prosper.

Attention to detail has defined our success for over 40 years, and we have established a culture of stewardship, where immediate follow up is built into all our daily processes. No other medical billing company can match our stamina for pursuing medical claims relentlessly.

Service You Can Count On

If you want higher levels of service from your revenue cycle management partner, please contact us directly. We’ll create a customized, comprehensive service system that drives hard dollars to your bottom line.



HAWTHORN
PHYSICIAN SERVICES CORPORATION

Addressing Complexity with Certainty