

# Hawthorn Solution

Addressing Complexity with Certainty

Hawthorn Physician Services

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## Our Competitors Can't Match Our **SPEED**

*Hawthorn's Medical Specialty Teams Accelerate Payments to Physicians*

Hawthorn uses dedicated teams to speed up its processes and get its client physicians paid faster. These dedicated teams are assigned by medical specialty, and each specialty group includes a team lead that reports to a group manager.

Shellee Thurman, group manager for pathology, explains how Hawthorn's medical specialty teams gain speed at every step of the process. "We receive electronic reports from physicians every day, and those reports are processed immediately," Thurman says. "We match the reports with patient demographics and apply the correct CPT-4 and ICD-10 codes. Each team is responsible for a single medical specialty—such as pathology or radiology or anesthesia—so our turnaround time is very fast. We send completed claims to insurance carriers within 48 hours."

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"Our speed and efficiency also show up later in the process, if claims are denied," Thurman says. "We work denied claims as soon as we receive the payers' EOB reports. We use claims management software to identify the issue that created the denial, so we can quickly appeal it."

"Being organized by medical specialty is a big advantage with appealing claims," Thurman says, "because our team members know how to gather the right evidence and submit the correct paperwork. We have a good track record with challenging denied claims, and we do it quickly."

Jody Stevens, group manager for emergency physicians, describes how the dedicated system has evolved. "We've seen how well our dedicated teams have performed, so we've added new teams," Stevens says. "We've set up dedicated teams for ER, pathology, radiology, radiation oncology, imaging centers, anesthesiology, infectious diseases, hospitalists and outpatient nursing homes."

*We offer personalized service that is timely and efficient, which means our physicians get paid faster.*

"Our team members understand the patient issues and medical necessities that have created the claims they're processing," Stevens says. "They know the preferences of the practices and the individual physicians that submit the claims. Our service is personalized, timely and efficient, so our physicians get paid faster, with fewer claims running over 60 and 90 days in A/R."

Let the dedicated teams at Hawthorn Physician Services drive more dollars to your bottom line. You can visit [www.hawthorngrp.com](http://www.hawthorngrp.com) to review all the promises of the Hawthorn Advantage.



**HAWTHORN**  
PHYSICIAN SERVICES CORPORATION

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