



Hawthorn Solution

For Revenue Cycle Management

Hawthorn Physician Services

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11 Factors for Evaluating a Medical Billing Partner

When considering a revenue cycle management (RCM) company to manage your medical billing operations, look for the factors that will ensure a successful partnership:

1. Pay-for-Performance. Fee structure based on actual results collecting medical claims. No add-on fees or extras. No surprises.

2. Automated Processes. Data transferred electronically, with real time connections or batch processing, based on healthcare standards and electronic data interface (EDI) solutions.

3. Data Security. A record of success preserving confidentiality of physicians and patients, with duplicate files backed up and stored at a secure off-site facility.

4. Regulatory Compliance. The provider is compliant with HIPAA and with all applicable oversight agencies.

5. Accurate Submissions. At least 98% of first time claims are submitted accurately. Inaccurate codes are identified during initial entry—rather than during claims processing. Incorrect codes are edited and resubmitted immediately.

6. Exceptional Recovery. Claims sent to insurance carriers within 24 hours. Rejected claims worked daily and refiled immediately. Collection rates exceed industry standards for recovery of patient balances.

7. Internal Audits. Employees audited routinely for quality and accuracy. Written procedures for

auditing job functions such as coding, charge entry, payment posting and A/R follow up.

8. Complete Credentialing. Ensuring physicians are always credentialed according to criteria required by hospitals and insurance companies.

9. Honest References. Strong, forthright, professional references that validate the history and reputation of a well-managed firm.

10. Detailed Reports. Reporting of cash collections, accounts receivable (A/R), open claims by payers, overpayments and refunds, plus queries, summaries and graphs on demand.

11. Personal Attention. On-site visits to share insights about business performance and strategies for continuous improvement. One-to-one consulting on issues that affect the financial performance of the practice.

Hawthorn Physician Services is a nationally-recognized revenue cycle management company. We can maximize your revenue, improve your cash flow and increase your profitability. Please visit www.hawthorngrp.com to learn more.



Addressing Complexity with Certainty