

# KRAMER HEALTHCARE TECHNOLOGIES

## PROFESSIONAL SERVICES

### *Are inefficiencies in Patient Access and Front End Revenue Cycle resulting in reduced reimbursements and under-payments?*

Investing in Revenue Cycle Quality Assurance tools like RQi enterprise™ and RQi practice management™ is the first step towards improving revenue cycle performance through employee empowerment.

Kramer Healthcare Technologies are pioneers in “Patient Access Quality Assurance” since 2004, and have been a major provider in healthcare reimbursement since 1995.

This experience leads us to believe that the vital factor is patient access, combined with financial counseling, utilization, billing and management.

This ensures accurate information that will identify errors and omissions **prior to billing**, enabling any potential errors to be prevented and guaranteeing a **clean** and accurately billed claim.

As a result of this, Kramer Healthcare Technologies is now ready to introduce our next level of revenue cycle **intervention** services.

These tools include:

- ***Revenue Cycle Performance Monitoring***
- ***Patient Access Performance Management***
- ***Utilization Exception Intervention***
- ***Patient Access Assessments***
- ***Automatic Claims Analysis and Recovery***

Kramer Healthcare Technologies’ Patient Access and Reimbursement Consultants have over 117 years of combined healthcare revenue cycle experience.

Our consultants will help you to instantly identify downward trends in claims accuracy and immediately alert you exactly where the problems occur.

## **REVENUE CYCLE MANAGEMENT**

### **Patient Access:**

- *Scheduling*
- *Pre-Registration*
- *Registration*

### **Patient Accounting:**

- *Denial Prevention*
- *Cash Collection Monitoring*

### **Services:**

- *Assessments*
- *Performance Monitoring*
- *Implementations*
- *Interim Management*

### **Training:**

- *Work-Flows*
- *Customer Service*
- *Leadership*

In addition to this, we will help you to identify these trends as they happen and provide experienced consultants to assess, report and manage them for you without the need to hire any additional FTEs.

Kramers's revenue cycle security monitoring service provides **Personal Intervention** to guarantee that your current pre-billing processes are **Monitored** around the clock **at all times**.

### ***Revenue Cycle Performance Monitoring***

Kramer Healthcare Technologies begins by providing an **Executive Performance Dashboard** application which will allow any current RQi enterprise or RQi practice management clients to monitor all system and key performance indicators that affect claims prior to billing.

All information is displayed in "real time" and can be accessed via a secure link on the client's PC or via the Apple iPad.

Technology tools are essential but **effective service** requires "real person" intervention.

Our trained Kramer Consultants will also be monitoring this information on a daily basis and alerting Clients via e-mail, text message or phone of any adverse trends.

### ***Patient Access Performance Management***

In addition to Performance Monitoring, Kramer will provide a **Dedicated Consultant** assigned to your facility that will:

- Analyze performance issues
- Add or change rules to your RQi rules engine
- Measure and monitor performance results
- Make written recommendations to management on process changes
- Attend facility meetings

We will also develop concurrent educational programs for your new and existing colleagues and offer Customer Service and Leadership Training.

**Knowledge equals success!**

## ***Utilization Exception Intervention***

Kramer Healthcare Technologies takes **front end** performance management to a new level with “Utilization Exception Intervention”.

As part of this unique service, Kramer can provide experienced physicians who are board certified in utilization review and certified in coding.

They will monitor and assist with case management, utilization and potential recovery audit contractor claims **before** they happen.

This is done by enabling Kramer to write specific data rules within your RQI that will triage all potential pre-denial utilization claims onto our physician’s work lists.

Kramer physicians work closely with case managers, attending physicians and patient business personnel to **identify** and **clean** these claims prior to billing.

*This service takes denial prevention to a whole new level.*

## ***Patient Access Assessments***

Kramer’s Professional Services team will perform an assessment of your Patient Access areas and processes in order to develop an effective service model.

Kramer will provide current benchmark services data collected from hundreds of our current patient access clients for comparison with your facility.

Additionally, we are able to develop educational programs for your new and current colleagues, combined with Customer Service and Leadership Training.

## ***Automatic Claims Analysis and Recovery***

Kramer Healthcare Technologies has a long history of provision in the reimbursement analysis and recovery business.

Kramer has been providing reimbursement analysis and recovery services since 1995 to more than 500 healthcare providers around the country. We are in a unique position to continue to provide these types of services without the need for additional IT intervention from our clients.

At Kramer Healthcare Technologies we process and store most client data and are able to analyze and compare client payment data for performance monitoring. This means we are able to instantly identify and recover previously unknown reimbursement opportunities for our clients with minimal client involvement.

All services are performed on a contingency fee basis without any risk to the client.

### ***Revenue Recovery Services:***

- Medicare Transfer DRG Analysis
  - ✚ Uncover misclassified Medicare discharges
- Reimbursements and Compliance Search
  - ✚ Identify missing codes and charges
- Medicaid and Workman's Compensation Recovery

### **Jeffrey Stalnaker MD**

**Board certified in Utilization Review.**

VP Professional Services

Dr. Stalnaker has more than 29 years of experience in a broad range of clinical and medical administrative environments. He is a former member of the Florida PRO and assisted in the foundation of MAXIMUS, the Recovery Audit Contractor Appeals process.

Dr. Stalnaker is currently a practicing physician and has a comprehensive background in revenue management process and work-flow redesign, with a strong emphasis on compliance and customer service.

***Kramer Healthcare Technologies — Not Just  
Software.... but a complete service!***