



Billing and Consulting Services

CareCentric employs more than 150 billing professionals in Atlanta, Pittsburgh, Bloomington, MN, Jamestown, ND, and Miamisburg, OH. We serve clients from coast to coast, ranging in size from \$50,000 to more than \$25 million in annual sales. Our billing centers are on the cutting edge of technology, software, communications and digital imaging. CareCentric's turnkey system is the most complete outsourced HME billing program in the country.

About CareCentric:

Headquartered in Atlanta, and with more than 35 years of technology expertise and domain knowledge, CareCentric delivers technology, business operation and IT outsourcing solutions to providers serving the entire post-acute care continuum.

Billing Services

At the core of CareCentric's services is our performance-based outsourced HME billing. Through the use of today's most technologically advanced hardware, the Internet, software, telecommunications and digital imaging systems, CareCentric offers state-of-the-art billing and electronic claims services to our clients. Our fees are based solely on what we collect for you. You pay only for results.

Interaction with CareCentric couldn't be simpler. Our clients take the initial order, deliver product to the patient and forward paperwork to CareCentric.

CareCentric then:

- Confirms all orders
- Gathers documentation—CMNs, PARs, etc. (optional)
- Submits claims electronically
- Maintains patient files
- Performs Claim Status Inquiry (CSI)
- Posts cash to all accounts
- Bills secondary insurance (including private pay)
- Researches A/R issues and resolves denials
- Handles all customer and patient billing calls
- Provides complete management reporting

CareCentric Billing Software

CareCentric is dedicated to providing our customers the very best and most current technology the industry has to offer. We offer services on Dezine®, MestaMed® and Ac-Cura® software. We provide real-time access to these billing platforms for our customers via the Internet. We provide additional cost savings to our customers by eliminating the need for expensive software, hardware and maintenance agreements. CareCentric maintains:

- Software upgrades
- Price and allowable tables
- Server software upgrades
- Data maintenance
- Secure daily backups
- Internet firewall security

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FileBound Digital Imaging Software

CareCentric is on the cutting edge of technology with its digital imaging system from FileBound. All documentation is scanned locally and uploaded to our Internet FTP site, where it is routed to the desktop of the appropriate CareCentric employee for processing. This not only saves documentation mailing costs but increases productivity, efficiency and improves cash flow.

Consulting Services

CareCentric consulting services are the best in the industry. Our consultants have decades of experience in all aspects of successful HME operations. We work with your staff at your location to maximize training time and increase the effectiveness of the training. Our consulting services address the following core business areas:

Operational Analysis

From the referral through to the payment, your entire staff is involved in one or more parts of the process. Our experienced consultants will assess all phases of your organization and recommend revisions to existing procedures where necessary.

Customer Service Training

We assist your staff in developing their customer service skills, improving their intake and order qualification, speeding their verification of insurance and enhancing their communications skills with patients, physicians, and payers. We also teach them to become your organization's ambassadors to build goodwill with your referral sources.

Reimbursement Training

We keep your staff up-to-date with Medicare and Medicaid legislation, along with commercial insurance compliance and changes in policies for Hospice and organizations such as the VA. This training includes coverage, documentation and claim submission procedures to maximize profitability and cash flow.

Accounts Receivable Management

We conduct a thorough evaluation of your accounts receivable using statistical analysis to determine valid collection. We then provide your organization with specific recommendations to increase your staff's efficiency and improve your cash flow.

For more information, call 800-254-9872 or visit www.carecentric.com.

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