

Revenue Cycle Management Services





Netsmart CareFabric®

Introduction

Netsmart innovates electronic health records (EHRs), solutions and services that are powerful, intuitive and easy-to-use. Our platform provides accurate, up-to-date information which is easily accessible to care team members in behavioral health, post-acute and social services. We make the complex simple and personalized, so our clients can concentrate on what they do best: provide much needed services and treatment that support whole-person care.

The Netsmart CareFabric® is a comprehensive portfolio of solutions and services that play a critical role in delivering outcomes-based care to over 25,000 client organizations that help more than 25 million consumers every year.

Revenue Cycle Management is a core part of the Netsmart CareFabric. Organizations often invest five to ten percent (or more) of their annual revenue on information technology and business operations. The CareFabric portfolio provides solutions to optimize these investments so clients can focus on providing care — SIMPLE, PERSONAL, POWERFUL. At Netsmart, our goal is to change the face of healthcare by making whole-person care a reality through technology, services and advocacy.

More about the CareFabric

- CareRecord™, CareManager™ and CareGuidance™ solutions represent strategic investments for care providers. Netsmart has market leading solutions for all our communities of care.

- Plexus™ Cloud offers security, availability, performance, scalability and a healthcare-certified data center environment to protect the CareRecord investment. Plexus Cloud architecture is logically extended for non-EHR solutions (e.g. finance, human resources, etc.) to offer similar investment protection.
- OneTeam IT Managed Services further extends this architecture for all client solutions, including ongoing application management of the CareRecord.
- Plexus third-party sourcing offers strategic technology purchasing guidance and fulfillment.

The Netsmart CareFabric serves more than 560,000 users in the following communities: behavioral health; addiction treatment; intellectual and developmental disabilities; child and family services; public health; long-term/post-acute care; home health; hospice; palliative care; private duty and vital records.



Revenue Cycle Management Services

The Netsmart Revenue Cycle Management (RCM) Services portfolio is designed to provide clients the ability to flexibly source critical billing and collections functions to minimize cost, provide comprehensive service delivery, improve collections and effectively scale. Netsmart RCM services provide a broad suite of business office services to enhance revenue collection and timely receipt of payments. Our associates are able to analyze client financial performance and devise strategies to improve the revenue position and overall efficiency within the organization.

Netsmart Revenue Cycle Management Services drives operational efficiency and improvement:

- Billing system review and maintenance to ensure maximum efficiency
- Comprehensive billing and collection services for Medicaid, managed Medicaid, Medicare and commercial payers: billing, claim analysis, claim submission, payer interaction, denial and accounts receivable management and cash posting
- RevConnect™ Clearinghouse solution for electronic data interface
- Well-trained and experienced revenue cycle and billing professionals offer the ability to quickly scale services as your business grows, eliminating the need to hire and train additional staff
- Automated eligibility verification services
- Credentialing/provider enrollment with payers
- Collection services for aged receivables including consumer responsibilities
- Key performance indicators, ad-hoc reports and tools to assist clients with maintenance of financial performance

RCM Services Offerings



Comprehensive
Billing and
Collection Services



RevConnect
Clearinghouse



Automated Eligibility
Verification Services



Credentialing/
Provider Enrollment
Services



Comprehensive Billing and Collection Services

Netsmart offers a full suite of billing and collection services for Medicaid, managed Medicaid, Medicare and commercial payers: billing, claim analysis, claim submission, payer interaction, denial and accounts receivable management and cash posting.

Benefits

- Expertise in billing for behavioral health, post-acute and social services
- Proven ROIs to help increase financial performance
- Reduced staffing costs and personnel concerns
- Increased cash and timely payment of claims
- Access to experienced team of senior revenue cycle executives
- Real-time, accurate data related to revenue cycle collections

Scope of Services

- Uses organization's existing EHR to maintain data integrity and provide a single source of truth
- Practice management assessment to ensure optimal workflows
- Defined and documented processes and procedures
- Payer management to facilitate communication and claim response
- Weekly/monthly executive dashboard review meetings
- Assigned team lead and associates overseeing all aspects of RCM services delivery

RCM Adds Up to Success*

- Every \$1 spent on RCM, we improved clients' cash by an additional \$16
- First pass collection rate increase of 17%
- Billed accounts receivable >90 days decreased 14.6%
- Total gross days revenue outstanding down 32%

**Represents data for an average RCM client in 2016*



RevConnect Clearinghouse

Netsmart RevConnect Clearinghouse provides a centralized location to manage electronic claims and eligibility for all payers. It provides the ability to reconcile submitted claims with payer responses and electronic remittances, providing complete transparency into the claims reimbursement and reconciliation process. This process eliminates the manual efforts by staff and speeds up cash collections.

RevConnect Claims Management

- Increased clean claim submission with claim error identification and the ability to perform claim edits, real-time
- Manage life cycle of claim with improved workflow and easy access to reports
- Faster adjudication to insurance, resulting in quick payment to organization with electronic claim submission
- Rapid reimbursement due to clean electronic claims submission
- Line editing capabilities
- Comprehensive batch and claim reconciliation
- Reports by payer, provider or status

RevConnect Real-time Eligibility

- Gain real-time access to eligibility data by individual
- Verify covered procedures before service delivery
- Ability to check batch eligibility electronically
- Over 670 payer connections established

RevConnect Eligibility Verification

- Ability to check eligibility electronically (270/271) from the EHR
- Reduces the need to make phone calls with electronic verification
- Provides details from the payer regarding the plan coverage such as:
 - Effective dates of eligibility
 - Co-payments due at time of service
 - Benefits caps
 - Plan policies

RevConnect processes more than \$1 billion in claims annually.



Automated Eligibility Verification Services

Consistent and accurate verification of consumer insurance coverage is critical to managing the revenue cycle. Netsmart offers an automated eligibility verification service that shows you where changes and exceptions are occurring to coverage in your existing client base.

With this solution, there is minimal need to manually verify eligibility. The service provides you with a comprehensive report every week that can be worked with far fewer resources.

Benefits

- Provides coverage exceptions, changes and gaps for your active client base
- Reduces your overhead costs by 75 percent or more for staff responsible for eligibility
- Covers all payers and funders
- Increases billing accuracy by submitting to the correct payer the first time

Features

- Draws active consumer data from the EHR
- Compares data to the national insurance coverage data including Medicaid and Medicare
- Sends weekly report showing exceptions and changes

Financial Benefits You Can Measure

11% REDUCTION Overall AR

19% DECREASE AR Over 90 Days

Syracuse Behavioral Health, Syracuse, NY



Credentialing/Provider Enrollment Services

Credentialing and provider enrollment is a detailed and labor-intensive process no matter the size of the organization. Netsmart RCM services helps effectively manage provider payer credentials.

Benefits

- Decrease claim denials for practitioners who are not enrolled with payers
- Streamline onboarding process and organize collection of documentation
- Proactively manage term dates and application needs
- Reduce administrative costs for maintaining credentials

Scope of Services

Group Enrollment

- Maintain practice details
- Maintain master group roster
- Complete organization credentialing
- Compile necessary application attachments
- Update applications with additional information
- Submit and track applications

Individual Provider Enrollment

- Maintain master provider roster
- Monitor master provider roster for re-credentialing deadlines
- Initiate/update payer enrollment applications
- Complete enrollment applications
- Submit and track all applications



Netsmart has been a solid business partner for National Hospice Management. The relationship has been built on open, comprehensive communication by both parties.”

– Sheryl O’Connell, Chief Operations Officer, National Hospice Management

Netsmart assumed management of the backend billing and collections to include:

- Revamping payer structures in the solution to better differentiate Medicare, Medicaid, MCO and commercial plans
- Moving non-Medicare billing to electronic submission, decreasing lost claims and processing time
- Improving the process for billing room and board for Medicare patients
- Developing an interactive AR worklist for better prioritization and reporting of AR issues/status to the client
- Working with the client to develop customized executive reporting



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