

# OFFICE iSOURCE

SOLUTIONS FOR THE  
HEALTHCARE INDUSTRY



iSOURCE  
worldwide

# HEALTHCARE

## Industry Challenges & Opportunities

Every healthcare provider is facing the same pressures and incentives: improve patient outcomes, increase workflow efficiency and productivity, plus get on board with the IT initiatives that make a connected health community.

This is where Office iSource comes in. We understand that healthcare providers can no longer keep a 'business as usual' philosophy, and still meet the growing objectives and expectations from colleagues, hospitals, insurance providers and patients. We also understand that many providers have more questions than answers, and that every healthcare office will need customized solutions as they go forward.

By working together, we are confident that Office iSource can move your office towards a comfortable new environment of knowledge, information and technology. We can connect all the moving and changing aspects of healthcare, giving your office the integration that may seem impossible to achieve with many different systems and objectives.

The time to move forward is now.  
Contact Office iSource.

(Office iSource is a HIPAA-compliant, single source provider of services to the healthcare industry.)

# MEDICAL BILLING STATEMENTS

## Faster Payments Add Up Quickly

**First we created a better automation process, and then we added a layer of personal attention. The result? Medical billing that saves you 10% while giving you shorter AR cycles.**

It may seem impossible to immediately decrease your average days outstanding, while at the same time increasing patient satisfaction, but we do this every day. We start by securely and electronically printing and mailing HIPAA-compliant billing statements with a process that will save you a significant amount of money. Office iSource will cost less than you are spending on your own resources, or with other billing providers. One reason is our deep association with the printing industry that allows us to offer you a more profitable medical billing solution. Our statements are generated from your electronic records, and always remain in a secure, HIPAA-compliant environment.

Soon after your patient receives the statement, we make a friendly, helpful phone call offering useful information, and a gateway for patients to find answers to questions and problems. With Office iSource, your bill will be top-of-mind, and patients will pay faster. Their satisfaction rate with you, the provider, will also increase.

Office iSource will help you seamlessly interface your existing PM Software into our medical billing platform. We can accept data via our secure SFTP gateway, the data formats that we support are HL7, EDI, Text and Database; and all files remain in an encrypted state for security while in our printing environment.



## AN EMR SOLUTION BUILT ON A COMPLETE PLATFORM

### What's your point of pain?

Which do you dread the most – purchasing an EMR platform, or implementing it into your current office? The thought of disrupting an office staff's routine, productivity and workflow process is one of the main concerns among physicians. Office iSource will help you take one painless step at a time. First and foremost, we will integrate an EMR platform in stages, with minimal disruption to your routine, and your ability to fully care for your patients. While implementing your EMR, Office iSource will never lose sight of your need to meet reimbursement requirements such as CCHIT Certification, or the need to adopt compliance standards for 'meaningful use'.

#### Office support from scheduling to billing

Office iSource will come into your environment and introduce the turnkey, all-inclusive technology that will quickly give you the electronic office support you need.



#### CCHIT certification

The Certification Commission for Healthcare Information Technology is the only recognized certification body for electronic health records. CCHIT certification is a pre-requisite to the government incentive reimbursement.

#### Enhanced ePrescriptions

Web integration for physician's prescriptions provide ease of use and convenience, plus benefits to patients with chronic illnesses. ePrescription supports adherence to medications while reducing errors and risks.

#### 29 Specialties currently supported, and growing

Because different methodologies and templates are required for specialties within the medical field; separate tests and coding practices are supported. Office iSource is adding to this number, also.

#### Statement generation and billing

Office iSource will securely and electronically receive, print and mail HIPAA-compliant billing statements with a process that will save you around 10% over other providers.

#### Data capture and sharing

From our initial consultation, Office iSource will establish a strategy for scanning in current and past patient records; then devise a data management solution tailored to your practices and your patient care environment. Our strategy will allow you to meet 'meaningful use' technology requirements.

**Office iSource is all-inclusive turnkey technology and support.**

## ONE IT SOLUTION AND ONE IT PAYMENT: THE DOCTOR IS IN.

**Office iSource is 'Point of Pain' Management in the often-confusing world of EMR implementation and IT Maintenance**

#### One Solution

As your single source solution, we will take whatever IT initiatives you've already implemented along with the processes you've begun to automate. We will then integrate any missing components, including an EMR.

#### One Platform

We bring everything together onto one easy-to-navigate platform. With Office iSource, every IT component will work together seamlessly. We will create a customized IT solution, and then maintain it for you.

#### One Payment

Office iSource offers financing for your EMR and IT services. One single payment will cover all IT services every month. We even offer a payment structure that defers payments until you receive EMR stimulus dollars. We also provide aggressive service level agreements to insure that your practice runs smoothly during all integrations.

Good health requires an investment of time and resources; the same is true for healthcare offices. To maintain a healthier practice and provide better patient care solutions, you'll need to invest in the practice management secure EMR platforms that allow you to integrate with the web for:

- Rx refills
- Online scheduling
- Routine exam procedures
- Referrals
- Insurance information

With Office iSource, all patient information is secure and HIPAA-compliant, remaining in an encrypted state when necessary, and Firewall protected from outside intrusions.

**CALL our team today for a free IT consultation.**



## ANSWERING SERVICES

### Reachable Contacts at Reachable Costs

If a healthcare provider is not instantly reachable by a patient, conclusions are drawn that the provider may not be available or responsive in time of medical need.

Answering Services from Office iSource gives patients the immediate contact they desire from their physician's offices. Our professionals are fully trained and will be ready to assist on any level of communication.

No matter the degree of complication, sensitivity or response required, our answering service professionals will soon become trusted partners – trusted extensions of your healthcare system – and will always maintain professionalism. Answering Services from Office iSource are efficient and affordable. Our 24/7 availability, optimized process and pre-training allows our team to provide value-added, quality services for both inbound and outbound calling.



## MARKETING & COMMUNICATION

### When budgets are cut, but not expectations

**In a challenging economy, a healthcare system's already stretched Marketing Director or Public Relations coordinator find themselves generating web development and integrated marketing initiatives with fewer resources. As it is, this team is notoriously understaffed even in the strongest of economies.**

How do these professionals continue to produce the websites and communications expected within their sphere of responsibility? The answer is a combination: wear many hats, and outsource what cannot be achieved by a finite skeleton crew.

Office iSource is an excellent, cost-effective resource for the marketing arm of any size healthcare provider and medical community. We can create an integrated website that offers helpful information to your patients at high speeds, 24/7, by linking to:

- Patient scheduling
- Office hours and services
- Insurance information and providers
- Specialists within your network
- Social media

Our design team is a highly responsive, interactive group that will bring the desired look and feel at very reachable prices.



## MEDICAL CODING

Cleaner Claims. Fewer Denials.

As experienced specialists, we process cleaner claims that result in fewer denials and quicker payments, while assuring turn around times. All of our certified coders meet HIPAA compliance regulations.

Correct coding is the most essential factor for increasing revenue and decreasing compliance risk. Certified Office iSource coding specialists fully engage an educational knowledge of anatomy and physiology with the most current coding structure required to ensure the maximum reimbursement. They are thoroughly trained regarding dynamic

coding guidelines and utilize the best coding software, tools and resources in the industry. Our coders also participate in regular refresher courses that feature the latest developments.

Our entire team is extremely familiar with the procedure changes, payer specific requirements and any state or federal government compliance issues. Coding experts review all dictated reports to ensure completeness and accuracy. This unique service maximizes revenue and helps protect against accidental fraud and abuse.

## TRANSCRIPTIONS

Remove This Costly Line Item From Your Budget

Let Office iSource include your dictation transcription management onto an integrated platform with your other IT and EMR capabilities. We'll install the technology that will let you control the process, every step of the way.

Track your office's transcription process, including:

- **Cost per document**
- **Reporting capabilities**
- **Time to completion**
- **Healthcare provider**
- **Patient record storage**

With an integrated office platform from Office iSource, we hand you the keys to this formerly time-intensive and costly service, allowing you to control costs and manage your workflow, while having immediate access to all your crucial documents. You'll also gain the freedom to transfer this task to a virtual, or off-site transcription staff.



## PAYER SERVICES

### Pre-Adjudication

The claim pre-adjudication process consists of entering data that verifies member and provider information, which logically organizes the information for future use, then sends it to a core system for processing. Thoroughness at this level results in increasing first pass adjudication rates and shorter processing intervals.

### Post-Adjudication

With a dedicated project manager to navigate a full spectrum of global billing practices, our follow-up capabilities help payers avoid inaccurate reimbursement. Office iSource works with clients to provide high quality SLA-driven claims, customer support and adjudication services.

### Contracts Management

One of the major challenges confronting the healthcare industry is the ever changing complex healthcare payer contracts. Healthcare payers need

to frequently evaluate and modify the plans they offer as well as actively manage the provisions of their agreements with the various parties. At Office iSource we have an ongoing data entry and maintenance program that continuously tracks the contracts, resulting in significant cost savings for healthcare payers. We also support the customers through our periodic reporting system and also through inbound and outbound call center.

### Claims Fraud Analysis

With annual loss increases being incurred by the healthcare insurance industries because of fraud, it becomes extremely important to identify those fraud and abuse problem areas. At Office iSource, our Claims Fraud Analysis is designed to scrutinize the entire billing lifecycle. Our process evaluates the payer, provider, and patient, and includes the investigation, evaluation, negotiation and settlement of billing claims.

## PROVIDER SERVICES

### Patient Scheduling

Patient scheduling is an integral part of daily work for all healthcare providers, from family practices to large clinics, physician offices to hospitals. Scheduling quickly becomes complicated when doctors travel between several clinics and medical offices.

### Web Scheduling

Implementing the right PM and EMR software is key to integrating all of your crucial elements of patient care and contact. Office iSource can deliver the perfect IT system to your practice that will seamlessly allow you to focus on personal attention by providing online access. Call us to discuss this, and our single source payment plan.

### Demographic Entry

Office iSource provides services in the areas of patient account creation and demographics entry. Our highly qualified and experienced team has the ability to work on scanned images as well as electronically submitted demographic sheets.

### Answering Services

No matter the degree of complication, sensitivity or response required, our answering service professionals will soon become trusted partners – trusted extensions of your healthcare system – and will always maintain professionalism. Answering Services from Office iSource are efficient and affordable. Our 24/7 availability, optimized process and pre-training allow our team to provide value-added, quality services for both inbound and outbound calling.

### Patient Registration

The accuracy of information entered upon patient registration can help to identify the data errors that may cause payment delays or rejection of claims. Office iSource provides a unique service that identifies registration data errors that may impact your cash flow and other revenue cycle processes.

### Payment Posting and Reconciliation

The Payment posting team at Office iSource applies the payments after cross-referencing the explanation of benefits in the client's medical billing software against the appropriate patient account. Using guidelines from each individual client, we post insurance payments, patient payments and denials. We achieve this while maintaining high levels of accuracy and efficiency in applying payment charges under each client's billing system.

### Denial and Rejection Analysis

Denial and Rejection Analysis is an important element of provider payments. In our experience, nearly 80% of contested claim denials end up in the provider's favor. Unfortunately, many denials aren't contested due to time constraints or lack of follow up with the claims.

### Accounts Receivable

Our Accounts Receivable (AR) solutions will increase your revenue, and reduce your total outstanding accounts receivable. We deliver aggressive insurance follow-up and friendly patient contact; services that quickly resolve complex receivables-related problems. Office iSource can improve your cash flow through our IT integration with your software platform, and our one-source payments for IT Maintenance.

**AR Follow Up:** Medical Billing from Office iSource can shorten your AR cycle and reduce your costs. Our helpful phone call places your invoice in your patient's top-of-mind in a positive way that results in faster payment and improved patient satisfaction.

**AR Recovery:** Remove debt collection from your staff, and from the friendly faces of your office. At Office iSource, we are skilled at maintaining the high degree of professionalism that enhances patient relations, in spite of the sensitivity of this task.





**Contact iSource Worldwide at 1-888-947-6872**

Visit us on the web at  
[www.isourceworldwide.com](http://www.isourceworldwide.com)