

## Client Success Story

*Somerset CPAs was unique in the regard that they spent time at each level of our organization to learn about our current processes, including spending time onsite to interview billing staff, information systems staff, coding staff, office staff and physicians.*

*The final report was in-depth and pointed us to areas of improvement and, most importantly, gave us the tools and resources to implement the recommendations. We are very pleased with the process, solutions and tools that Somerset provided as a part of the Revenue Cycle Assessment process.*

*Reggie Elkins was a great resource and brought years of operational experience and knowledge from working with a multitude of organizations throughout the United States. Her knowledge and operational expertise were invaluable to us.*

*Thanks to the Revenue Cycle Assessment, we feel we are on the way to improved performance.*

Nancy Butler  
Chief Financial Officer  
Orthopaedics-Indianapolis, P.C.  
Indianapolis, Indiana

## About Somerset's Health Care Team

Somerset's Health Care Team was founded in 1984 and is now made up of over 20 dedicated and experienced professionals. Below is an abbreviated list of our services. For the entire list, please visit our web site--[www.SomersetHealthCareTeam.com](http://www.SomersetHealthCareTeam.com).

### Physician Group/Ancillary Services Consulting

- Strategic planning/business plan development
- Merger, acquisition and joint venture analysis and facilitation
- Group practice governance design and succession planning
- Income distribution methodology design
- Fraud and abuse/anti-kickback/Stark issues analysis
- Business process improvement design and implementation

### Ancillary Services Opportunities

- Feasibility study and due diligence
- Project administration/representation for all phases of design and construction
- Operational development and review services
- Policy and procedure development
- Physician credentialing services

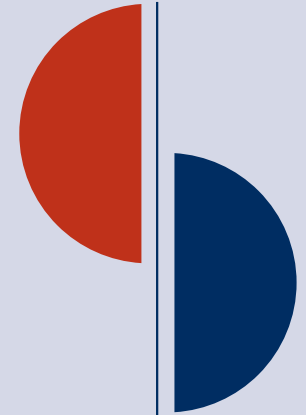
### Hospital and Health Systems Consulting

- Physician alignment strategy
- MSO development
- Managed Medicaid
- Coaching and facilitating of board/senior leadership/physician hospital relations
- Interim management
- Management training and development

### Somerset CPAs, P.C.

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# Revenue Cycle Assessment and Implementation Services



**SOMERSET**  
CPAs

Passionate  
about your  
success.

## Somerset's Health Care Team

“We understand the  
business of medicine.”

With the growing financial pressures on the health care industry, organizations are forced to seek innovative strategies to improve revenue cycle performance. More than ever, health care organizations need a business partner that can help them improve access management, accelerate cash collections and improve payer performance.

With financial improvement as the goal, Somerset's revenue cycle experts will partner with you and your staff to determine areas for revenue cycle improvement and provide the services necessary to address them.

Our clients benefit from:

- Improved financial performance by increasing bottom-line profitability
- Operational expertise of our consultants
- Implemented industry-standard operational best practices
- Improved regulatory compliance performance

Every aspect of the revenue cycle, from the first patient contact to payer follow-up, is essential to successful collections. We will work with you on all facets of the problem, including scheduling, registration, charge capture, billing and collections.

We also help clients to implement those improvements and develop ongoing performance metrics so that revenue cycle improvement can become an ongoing process. As a result, our clients receive tangible results – you collect more cash sooner with a reduced cost of collections, not just once, but on an ongoing basis.

## Our Approach

**Phase I – Revenue Cycle Management Questionnaire.** By using this tool, we will determine the current status of the billing process and identify the financial and operational improvement opportunities that exist.

**Phase II – Onsite Interviews.** We will conduct onsite interviews with practice managers, billing staff, coding personnel and information resources staff. Other individuals maybe selected for the interviewing process depending on your specific organizational design and structure.

**Phase III – Data Review and Analysis.** A listing of reports and data elements will be requested as a part of the evaluation questionnaire. We will perform a complete analysis of forms relevant to the billing process including current reports and report streams, collections, credit balances, bad debt and bad debt recovery and credit and collection policies and procedures.

**Phase IV – Final Report and Action Plans.** Our final report will be exception oriented and highlight gaps in billing performance. The data and operational observations and recommendations are a culmination of the questionnaire responses, data analysis and onsite interviews. The quarterly action plans are a prioritized listing of the recommendations divided into subsets of action items and tactics.

**Phase V - Action Plan Implementation.** Somerset can also assist in the implementation process to ensure your success.

## Contact Us



**Regina Elkins**  
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Reggie is a consultant for Somerset's Health Care Team. For the last 10 years, she worked as the Vice President of Operations for

Ambulatory Management Services, a consulting division of Trinity Health, and has worked with hospital and health system physician practices for nearly 20 years. Reggie has extensive knowledge of all operational components of physician practices, as well as the complexity of working in hospital-based systems.



**Kathy D. Rokita, CPA**  
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Kathy is a manager in Somerset's Health Care Team. Kathy spent over eight years in physician practice management with a

specialty surgical group. She gained additional experience with a health care consulting and accounting firm where she focused on physician and hospital revenue cycle projects, operational improvement and practice management, as well as assistance with practice management system selection and implementation, strategic planning and physician compensation plans.