System Implementation Partnership

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LEGACY
CONSULTING SERVICES

Revenue Cycle Management | Billing & Collections | Billing Audits
Leadership Development | Business Process Assessments
Hiring & Staffing | Contract Negotiations | Credentialing

Donna L. White

25 year career in healthcare administration and operations

Former VP of Revenue Cycle Management for 650 physical therapy clinics, leading teams and overseeing revenue cycle.
Owner of Legacy Consulting since January 2013

Legacy Consulting Services
Works with physician practices, hospitals and dental groups in 4 niche areas:
❖ Healthcare Consulting
❖ Revenue Cycle Management
❖ Business Process Improvements
❖ Leadership Development

Our Core Values

- Integrity
- Teamwork
- Excellence
- Results
- Bottom Line….ROI

How Our Core Values Translate to Clients

- Breaking down the barriers between business and technology to create and implement innovative solutions that meet the unique business challenges of their clients

- Integration of people, experience, and processes producing a quantifiable return on investment through our healthcare consulting and revenue cycle management services

- Data preparation allowing better use of system data to translate to better reporting, accounting and financial tools

- Front end and back end revenue cycle process and efficiency improvements

- Implementations support through project management to keep the client engaged and on time.

How Legacy Can Assist

▶ **Current vs. Future State Revenue Cycle Analysis and Workflows** to maximize system functionality

▶ **Creative software standardization and customization** to enhance revenue cycle workflows functionality

▶ **Improved table setup** (i.e. Locations, Providers, Financial Class, Insurances, Fee Schedules Procedure Codes, Transaction Types, etc.) for optimal reporting

▶ **Scalability mindset** through Q&A and testing, particularly for growing organizations

▶ **Comprehensive fee schedule and claims testing** prior to go-live to reduce any possible cash collections impact

Systems Services

- **Project Management**
  Our consultants assist with practice management system and EHR implementations through partnership with the system vendor and client to ensure the accuracy, timeliness and revenue cycle efficiency of the build

- **System Builds**
  Our teams work closely with system vendors and clients to ensure that all tables are built accurately and concisely for a smooth Go Live process and accurate reporting down the road

- **Post-Implementation Reviews**
  - Clients may need assistance in reviewing and cleaning up insurance tables, loading Fee Schedules, merging accounts or mapping CDT to CPT codes. We have team members capable to assist in each area
  - Or they may need a revenue cycle analysis to determine key areas of process improvement

Client Reviews

- **Hamilton Moore, Internal Medicine Associates**   **System: Greenway**

  Going live on an EHR for the first time is a major undertaking. Switching from one EHR to another, however, is a whole new ballgame, and one for which there isn't a ton of collective industry experience…Where they truly earned their keep, however, was in the implementation phase. They helped us construct a doable, yet aggressive, implementation timeline and made sure we stayed on track with no unexpected A/R delays.

- **Christine Bursaw, Kearney Regional Medical Center**   **System: NextGen**

  A brand-new acute care hospital has many large projects to complete in order to successfully open for business. Arguably one of the most important systems to effectively implement is the electronic medical record (EMR). The successful implementation of an EMR is reliant on many factors, such as gathering information to build the initial system options, which is dependent on understanding how the EMR will use the preferences. Legacy Consulting was instrumental to our organization in this way…

Client Reviews

- **Dennis Fitzpatrick, Allied Dental**   **System: Dentrix Enterprise**

  I engaged Donna White of Legacy Consulting. Initially, she did consulting work for me to begin to tackle the problem. Over time, she scaled up the business with a strong, well trained reimbursement team to perform a major overhaul of the revenue cycle function to include the following:

  1) For offices with the largest A/R balances and worst collection to production ratios, Legacy tested open claims and found no claim on file in many cases. All these claims were refiled electronically, and we mandated electronic filing across the platform.

  2) We centralized claim generation and patient statements with Donna's team in Alabama, and saw vast improvement in collections rates.

  3) Legacy completed a fee schedule and coverage table project. This drove accurate production, and made A/R follow up and payment posting more productive and efficient.

  After these efforts, our collections to production rate has been steady at 97% for two years. Approximately $2M in claims annually that fell through the cracks historically have now been collected.

Other Revenue Services

1. Medical and Dental Billing and AR Follow-up
2. System Training
3. Monthly AR Reviews
4. Revenue Cycle Operational Assessments
5. Credentialing
6. Payor Contract Negotiation
7. Revenue Cycle Process and Organizational Redesign
8. Business Office Consolidations
9. Practice Management System Conversion Assistance
10. AR Key Indicators/Benchmarking
11. Regulatory Review and Compliance
12. Reporting and Analytics

Thank you for your time!
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