

ARRA HITECH SOLUTIONS BUSINESS OFFICE SOLUTIONS



ARRA HITECH Solutions Business Service Office provides providers of medical service with distinct services. Each of these services can improve your operations. The services being offered by ARRA HITECH Solutions Business Service Office are:

- Medical Billing
- Clinical Practice Consulting

Medical Billing

At ARRA HITECH Solutions, we not only focus our talents on recovering monies that you are rightfully due, we also identify the root causes of the systemic issues and correct them, therefore, improving your downstream cash flow and compliance concerns. It is our goal to ensure that you are not only paid, but also paid timely, and correctly.

Clinical Practice Consulting

ARRA HITECH Solutions' clinical practice consulting offers the following set of services:

Business Plan Development:

The development of a business plan is the key for practice development. Too often, a practice is too busy reacting to situations and does not have a business plan designed with one year, two year and five year business objectives.

Procedure/Policy Development:

The development of policy/procedures is becoming a key component for practice development. Everyone needs to know the rules. A source document allows staff to review policies and make decisions without constantly changing interpretation by the staff, the office manager or the provider of service. It allows issues to be handled fairly, consistently, reduces legal liability, and lowers staff turnover due to frustration over unknown job duties.

Practice Assessment

A practice assessment looks at the following practice components:

Operations: A practice often is broken out into workflow units to determine how an operational unit moves from one point to another.

Workflow units are separated into four areas:

Patient Flow: How does a patient enter the lobby, receive services from the provider of service, exit the office and still

maintain a high level of service satisfaction concerning the experience.

Paper Flow: This process examines the utilization of all forms in the practice. It determines if all forms are being utilized and with what consistency.

Telephone Flow: This process examines how calls are answered and how the call is transferred to the party who needs to respond to the inquiry.

Medical Record Flow: This process examines how charts are pulled, made available to the provider of service or other professional personnel, and returned to the medical record area with documentation completed.

Business Office Operations:

Coding: This review examines the coding patterns of the practice and looks at improving revenue through appropriate coding enhancement.

Billing Procedures: Procedures are reviewed to determine the timelessness of the billing process.

Account Receivable Analysis: Following the provider of service, accounts receivable is generally the next greatest asset in the practice.

Payor Mix: This analysis examines where revenues come from within the practice.

Management Reports: Practice management is all about the collection of information and placing it into formats that allows for the review of trends and indications of downward areas.