

SYNERGY POST

2015 Q2 Synergy Billing Newsletter

HEALTHCARE HEROES: WHAT'S IN A NAME?

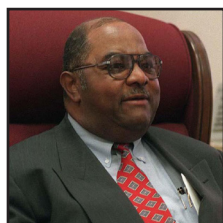


Photo courtesy Savannah
Morning News

Many community health centers bear the names of pioneers who devoted their lives to improving access to health care and serving our most vulnerable populations.

We believe the stories behind these names are inspiring and instructive and want to share them with our friends and colleagues. This month, we honor Curtis V. Cooper, whose name graces Curtis V. Cooper Primary Health Care in Savannah, GA. We are very grateful to Mr. Albert Grandy, CEO, and Ms. Sandra Collins, Executive Assistant and Historian, for providing the content for this article.

In 1971, a group of citizens in West Savannah expressed concerns that health care on the west side of town was almost nonexistent, particularly for residents with little to no financial resources. This concern was underscored by the exodus of hospitals and physicians to the more affluent south side of the city.

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GUARDIANS OF PATIENT DATA TECHNOLOGY TEAM KEEPS REVENUE COMING IN FOR SYNERGY BILLING CLIENTS



We often say that the “secret sauce” at Synergy Billing is our Synergy Billing Specialists. There is truly no substitute for them. Another critical ingredient is our world-class technology department that consists of health information technologists, EDI specialists, web developers, and software configuration specialists.

Directed by Anthony Armstrong, this remarkable team makes certain that our internal technology infrastructure is state-of-the-art and that we are

maintaining the security and integrity of data and information. For each of our clients, Anthony and the Synergy Technology Specialists make certain that each client's billing software system is configured properly, and electronic claims are generated with the correct data elements. To put it in non-technical terms, Anthony and the technology team make sure that billing systems are doing what they are supposed to do and sending insurance claims with accurate data.

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REGULATORY UPDATE

Senate Passed H.R. 2

On April 15, 2015, the US Senate, with overwhelming support, passed H.R. 2. The following day, while sitting outside in the White House garden, President Obama signed the bill into law. H.R. 2 provides 7.2 billion dollars of funding for the Health Centers Program.

PPS

We are happy to report that all Synergy Billing clients are using the new G codes and receiving the new PPS reimbursement.

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One of the first times that a client may come in contact with our technology specialists is during the billing assessment that takes place when Synergy Billing begins working with a new client. Our team establishes a secure connection and then compares each client's billing systems and technical configuration against industry standards and payer requirements.

Many times, the team finds "ghost within the machine." These "ghosts" are actually traces of previous users, outdated software, bugs, and other remnants of earlier activity. "Often, there have just been so many hands in the system, that they left imprints wherever they were," says Anthony Armstrong. "It is our job to identify insurance requirements, remove the 'ghosts,' and clean things up so that we can show optimal results."

The technology team plays a major role in assuring that the revenue cycle runs smoothly. For instance, a specialist in electronic data interchange (EDI) works with clients and their billing teams to reduce the number of clearhouse rejections.

Software configurations can also affect the revenue cycle, says Anthony. Misconfigurations can delay payments and cause claim denials. Much of the work of the technology team includes preventing and correcting such misconfigurations.

They are not represented on classic revenue cycle models, but the work of the Synergy Billing technology team certainly assures that the revenue cycle runs smoothly and maximizes our clients' revenue.

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A young biologist with the Department of Agriculture in Savannah, Curtis V. Cooper, was asked to take a leave of absence from his job in order to complete a feasibility study that eventually led to the birth of the Westside Comprehensive Health Center. The Center saw its first patients in 1974 in a makeshift building on West Bay Street. In 1975, a newly constructed Roberts Street location became operational, with Curtis V. Cooper serving as Executive Director.

In 1977, a group in downtown Savannah established the Urban Health Center in a stately, century-old building that served citizens in Savannah-Chatham County, GA, until 2003. Urban Health Center, which was also federally funded, was a separate organization from Westside Comprehensive Health Center. In 1981, federal authorities announced that they would fund only one healthcare entity in a city the size of Savannah but would support a merged organization. This led to the combined organization, Westside-Urban Health Center, Inc. Dr. Cooper's tenure as

leader of the organization continued until his death in January of 2000.

On March 12, 2004, a brand new, state-of-the-art health center opened on East Broad Street. From the time that the ground was broken on this center, the Board of Directors, staff and citizens throughout Savannah and Chatham County believed that the center should bear the name of Curtis V. Cooper. Today, the organization serves over 17,000 patients each year and provides over 50,000 patient visits. The organization operates from seven sites. Services include Adult Medicine, Pediatrics, Geriatrics, Women's Health and Prenatal Services, Dental, Pharmacy, Radiology, Nutritional and Laboratory Services.

Dr. Cooper distinguished himself in his city, state, and country through his service as a long-time leader of the Savannah Branch NAACP; a sixteen-year member of the Memorial Hospital Board of Directors, including as Chair; member and chair of the Chatham County Hospital Authority; a member

of the Georgia State Access to Health Care Commission, and the Georgia Health Strategies Council; an officer and member of the Georgia Association for Primary Health Care, as well as a member and ardent supporter of the National Association for Community Health Centers. He served on countless other banking, civic, and organizational boards such as United Way, Greenbriar Children's Center, Economic Opportunity for Savannah-Chatham County, Savannah Area Chamber of Commerce, and the Chatham County Development Authority.

While Dr. Cooper was unable to fulfill his dream of serving as a medical doctor, there is no doubt of the positive impact on the lives of so many people that he left as his legacy.

Synergy Billing salutes Dr. Cooper and the dedicated staff of Curtis V. Cooper Primary Health Care, Savannah, Georgia.

ICD-10 Training

Will help you with

BENEFITS

Compensation & Reimbursement Growth
Reduce Errors
Ensure Strong Reputation
Reduce Stress of Audits
Prove Medical Necessity



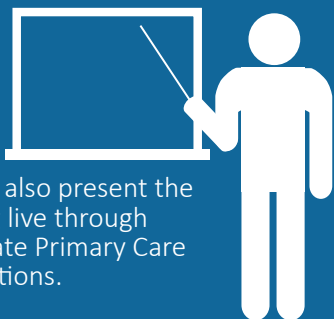
SYNERGY BILLING ICD-10 Training

Available **NOW**

As the **October 1, 2015**, implementation date for ICD-10 approaches, have you made certain that your staff is ready?



We can help you with **ICD-10 training and assistance.**



We can also present the training live through your state Primary Care Associations.

Our Director of Training and Education, Marlegny Mourino, MHSA, CPC, CMAS, NCMA, is an **AHIMA Approved ICD-10-CM/PCS Trainer.**

Are you ready for your ICD-10 training?



To arrange training for your staff or your state association, please contact:

Ronnie Reeves at
Ronnie@synergybilling.com
386.675.4709



SYNERGY CORNER

Meet **Anthony Armstrong**, Director of Technology at Synergy Billing



Anthony Armstrong is one of Synergy Billing's longest-serving employees. Prior to joining us a decade ago, he was the Director of IT for a small technology company and operated his own technology consulting business. Today his mission, and that of the entire technology team, is to help maximize revenue for Synergy Billing clients by assuring that the technological component of their accounts is optimized.

Q. Thanks so much for taking time to talk to the Synergy Post, Anthony. You have certainly been an eyewitness to all of Synergy Billing's growth. How do you think that your career before you joined us prepared you for your role as Director of Technology for such a rapidly growing company?

A. I am really glad to have this opportunity to tell everyone about our amazing technology team. So much has happened since I joined Synergy Billing and Jayson Meyer, who is very knowledgeable himself about technology. My career before coming here gave me a great foundation of accumulated knowledge and problem-solving skills that I use every day. As a private consultant, I learned the importance of great customer service, another characteristic that is critical to our clients and my work with them.

Q. What motivated you to join Synergy Billing?

A. Well, foremost was certainly Jayson's compelling vision. It is very gratifying today to see that vision become reality and to know that I am needed to contribute to our success. Another advantage is that this company is growing and there are so many opportunities for all of our employees.

Q. What is your vision for the Technology Department?

A. We have already tripled in size. Based on our strategic plan, we know that within five years, we will have more than tripled again to serve our customers and our growing number of Synergy Billing employees. I can also see that we will be providing even greater electronic interface support, provide hosting of our clients' software, provide even faster troubleshooting, streamline all of our processes, and provide even better service to all of our internal and external customers.

Q. There is a lot of concern about data breaches these days. What can you tell us about that?

A. First, we have every possible protection in place to assure that a breach does not occur on our end. Second, my job is made a lot easier because we don't offshore any of our work. That is, all of our work is performed here at our headquarters in Daytona Beach. Companies that use workers in other countries have serious concerns about security. In fact, some states won't allow them to offshore their operations for fear of identity theft. My team has a lot more control over all electronic transmissions and we know exactly who our employees are.

SYNERGY POST

LETTER FROM THE CEO

A Quarterly Message for the FQHC Community



For most of my professional life, I have focused on perfecting our processes for maximizing revenue for our clients. That means looking at every step in the revenue cycle to make certain it is operating at peak efficiency and effectiveness. Certainly, flawless execution and stellar customer service remain the driving forces behind everything that we do at Synergy Billing, and every team member shares that drive.

We focus on Community Health Centers because I came to believe in your mission, and I want to do everything I can to help you be successful. I want to serve the people who depend on you for health care for their families. I cannot think of a more satisfying life than doing work we love for people who need us.

More recently, I have come to see that my role as your advocate needs to become a more courageous one. First, I have given you my promise that we will not rest until you are receiving every dollar that you have earned from the payers. We have the time, we have the dedicated people, and we have the tenacity to work ceaselessly until they treat you fairly and ethically.

A couple of months ago, I chose to reach out publicly and privately to assure that funding for Federally Qualified Health Centers continues. I sent an editorial to our local paper and called the office of Senator Marco Rubio. This was the first time that I have ever stepped into the advocacy arena. I was amazed and gratified by the response, not only from members of the CHC community but also from people across the nation who picked up the article through social media. Best of all, the funding was continued.

The fight over Medicaid expansion has exploded here in Florida, and it is simmering in several other states. The fact is that expansion is not only the right thing to do, but it is also the smart thing to do. No one knows that better than those of you who are ensuring that people have a medical home in your CHC. I have once again expressed my thoughts through the newspaper and social media.

More than advocacy, you can rely on us for a relationship that is based on transparency, trust, and commitment. You can trust that we will never put our clients in danger by offshoring any of our work to other countries. The cost savings that our competitors gain from that move are not worth the risk to you and your patients. You can trust that we will act in the marketplace with integrity and honor. We stand on our results and our relationships with our clients. We hold ourselves to the highest level of accountability, and we hold others to that same level, whether they are healthcare payers, elected officials, or competitors.

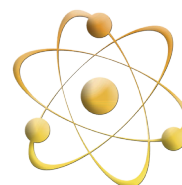
In closing, I leave you with the words of Margaret Mead: "Never doubt that a small group of thoughtful, committed citizens can change the world; indeed, it's the only thing that ever has."

In fact, at Synergy Billing, we do expect to change the world.

Sincerely,

M. Jayson Meyer

Chief Executive Officer
Synergy Billing, LLC



SYNERGY BILLING

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