



Dear Colleagues and Friends,

I still recall the insight that changed my life – or, at least my work life.

That insight was that health care payers are not in the business of paying claims. They don't make any money that way. They make money when they float premiums.

So, I reverse-engineered their claim requirements and developed processes to make certain that the claims processed by Synergy Billing meet those requirements perfectly.

In other words, we are in the business of preventing denials before they even happen. By doing that, we reduce the time necessary to post payments, work denials, and we reduce A/R.

In the years that followed, Synergy Billing became the best at preventing denials. That is the single most important thing that we can do for our clients. It makes everything else we do easier and more effective.

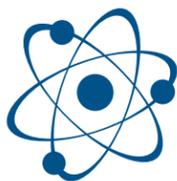
Over the past few years, we have been committed to eliminating denials and that has led us to initiate the programs that you read about earlier in this newsletter. Beginning with our Quality Advancement Department, we have progressed to add Business Analytics and, now, Business Process Management, and Six Sigma.

What does all of this mean to our clients? We have recommitted ourselves to our fundamental mission – to improve access to primary health care for our most important customer – and yours – our patients. We are determined to eliminate denials – “defects,” in Six Sigma language. And, you have my personal promise – as always – to be your advocate, your fierce defender, and your ally as we work together to achieve our shared mission.

With warmest wishes,



Synergy Billing was pleased to be a major sponsor of the Variety Care gala in Oklahoma City. Here we see Jayson Meyer with Jared Deck, Variety Care Board member, and Variety Care CFO, Tim Reddout. Our hearts are beating for Variety Care!



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# SYNERGY POST

SUMMER 2018 SYNERGY BILLING NEWSLETTER

## SYNERGY BILLING: CONTINUING IMPROVEMENT AND STRIVING FOR PERFECTION

When Synergy Billing was founded in 2006 to serve Community Health Centers, the company was small, and each employee was carefully trained and closely supervised by our Founder, Jayson Meyer. Over the years, as demand for Synergy's services grew, the company also grew, and those employees began to supervise newer staff. "Quality Control" was that close supervision and it was reflected in the achievement of great results for clients. Still, Jayson was convinced that we could do better.

### Quality Advancement

In 2015, Synergy Billing established a separate Quality Advancement Department that was tasked with auditing the work performed by our claim review and payment specialists. It now audits the work of our entire billing team. Their work is constantly reviewed to ensure the accuracy and integrity of our billing processes.

### Business Analytics

Once we were able to gather data on quality and production during our billing process, we established the Business Analytics Department to evaluate and interpret that data and provide insight into our clients' success.

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Synergy Billing Headquarters, Daytona Beach, FL

## HEALTH CARE HERO

Many community health centers bear the names of pioneers who devoted their lives to improving access to health care and serving our most vulnerable people. We believe that the stories behind these names are inspiring and instructive and want to share them with our friends and colleagues. This month we honor Mary Eliza Mahoney, whose name graces the Mary Mahoney Memorial Health Center in Spencer, Oklahoma, and the Mary Mahoney at Langston Health Center in



Mary Eliza Mahoney

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**HAVE FEEDBACK OR IDEAS?** Let us know what you think, we'd love to hear from you! Reach out to us with your ideas and suggestions for future issues at: [newsletter@synergybilling.com](mailto:newsletter@synergybilling.com)

These insights help both Synergy Billing and our clients make solid business decisions based on facts.

As our quality measures and business analytics matured, the Synergy Billing team began to notice several areas that offered opportunities for even greater improvement. This led Jayson to employ business process management and Six Sigma to move even closer to perfection. The program was introduced in January 2018, when training of the first group of employees began.

Business Process Management

Business process management (BPM) is “the discipline of improving a business process from end to end by analyzing it, modelling how it works in different scenarios, executing improvements, monitoring the improved process and continually optimizing it.” (*Essential Guide: SOA tutorial: Trends, governance, and the microservice impact*)

As we analyze and model business processes, we are following Six Sigma methodologies to improve them.

Six Sigma

Six Sigma focuses on process improvement. While we have projects that touch every department in Synergy Billing, our efforts are especially focused on our billing operations. We are identifying and removing the causes of defects. The Six Sigma goal is 3.42 defects per million patients served (opportunities). Synergy Billing processed more than one million claims in 2017. A first-pass rate of 99.99966 percent would be amazing – and that is our goal!

And, of course, all of this is focused on one mission – to maximize revenue for our clients and improve access to primary health care for your patients.

CONTINUED FROM “HEALTH CARE HERO”

Langston, Oklahoma. Both sites are part of the Community Health Centers of Oklahoma Family Health & Dental Clinics. We are grateful to Ms. Isabella Lawson, MBA, CEO of Community Health Centers of Oklahoma, and the staff who guide this wonderful community asset.

Ms. Mary Eliza Mahoney was born to freed slaves in Massachusetts in 1845. She attended the Phillips School in Boston, one of the first integrated schools there. According to a biographer, Helen Miller, the emphasis on morality and humanity at Philips may have inspired Mahoney’s interest in nursing.

During the Civil War, Mahoney witnessed the value of nurses that was becoming more evident. In 1878, she applied for the

nursing program at the New England Hospital for Women and Children, which was the first program in the nation that allowed women into the health care field. Although she was older than the other students, Mahoney probably was accepted into the program because she had worked at the hospital for more than 15 years as a cook, maid, and washerwoman.

After intense training, Mahoney graduated in 1879, one of only four graduates among the original 40 students. She was the first woman of color to earn the designation of registered nurse.

Mahoney’s career as a private care nurse spanned many years and fostered a sterling reputation among the families that she served. She hoped to change the way patients and families thought of minority nurses. Mahoney concluded her professional career as Director of the Howard Orphan Asylum on Long Island, retiring in 1912.

In addition to becoming one of the original members of the Nurses Associated Alumnae, which later became the American Nurses Association (ANA), Mahoney founded a new, more welcoming nurses’ association. In 1908, she was the co-founder, with Martha Minerva Franklin, of the National Association of Colored Graduate Nurses (NACGN).

In 1920, after women were granted the right to vote, Mahoney was among the first women in Boston to register to vote. She passed away in 1926, at the age of 80 years, after a three-year battle against breast cancer.

*The NACGN and the ANA merged in 1951 and the Mary Mahoney Award was continued and is bestowed biennially in recognition of “significant contributions in advancing equal opportunities in nursing for members of minority groups.” The group inducted Mahoney to the ANA Hall of Fame in 1976 and she was inducted into the National Women’s Hall of Fame in 1993.*

The Mary Mahoney Memorial Health Center opened in 1973, with leadership of five women who lived in the Parker’s Heights area. They were Mrs. Lena Jackson, Mrs. Daisy Mitchell, Mrs. Laura Neff, Mrs. Dorothy Smith, and Mrs. Alma Trotter. Since then, the center has served thousands of medical, dental, and social service customers. We salute Ms. Mary Eliza Mahoney for her pioneering work and the vision of the founders of the Mary Mahoney Memorial Health Center, as well as the staff who care for this community today.

## SYNERGY CORNER

### MEET SARAH BATES, DIRECTOR OF BUSINESS ANALYTICS

Sarah Bates joined Synergy Billing in May 2017. She directs our team of statisticians and analysts. When she is not devoting her time to providing our clients with the reports they need, you can find Sarah and her husband, Paul, on the dance floor. They are weekly participants in Daytona Salsa and other performance groups. She is also a member of the Board of Directors of United Way of Volusia and Flagler Counties and Chair of Community Programs. Sarah was recently named one of 40 Under 40 business leaders to watch by the Daytona Beach News-Journal.



Erin McGuire, QA Manager and Megan Tully, BPM Manager, review data reports with Sarah.



Sarah stays on top of every conceivable data point for our internal and external customers to ensure Synergy stays focused on what’s best for our clients.



Clayton Mayo, Operations Research Analyst and Marta Walsh, Business Data Specialist, work closely with Sarah on a day-to-day basis, making a winning team.

**Thanks so much for taking time for this interview, Sarah. Could you tell us a little bit about what you did before you joined Synergy Billing?**

Before joining Synergy, I worked in the media industry for over ten years, working my way up to the role of Director of Strategy and Business Development. During this time, I worked with a variety of data related to audience and advertising, which helped customers better understand the value of their business partnership. In addition, I gained experience building data strategies from the ground up.

**How has that prepared you for your role as Director of Business Analytics?**

I feel the knowledge and skills I gained previously have greatly prepared me for developing the analytics strategy at Synergy Billing. I have a passion for working with data and mining for insights, and I am enjoying learning the ins and outs of the revenue cycle.

**What motivated you to join Synergy Billing?**

Synergy is a vibrant and growing company with a great local community presence, so I was excited to learn of and be a part of the new analytics initiative. The challenge of learning a new industry was also appealing. I will also say that since my time at Synergy, what impresses me most is the team’s dedication to excellence and doing what’s best for our clients.

**What is your vision for the Business Analytics Department?**

The Analytics department is focused on providing accurate and timely business insights to both our internal and external customers so that we can assist in making strategic decisions that benefit our clients. We already have weekly dashboards that monitor the financial health of our clients, and we are striving to improve both the quantity and quality of our reporting.

**Getting to know Sarah...Where were you born? Family? Move to Daytona?**

I was born in Canada, but always considered myself a Floridian since I moved to Central Florida with my family when I was young. I moved to the Daytona Beach area with my (now) husband, Paul, 11 years ago. He grew up in this area, and I am happy to call this area home. Our household includes two cats that are dearly loved.

## REGULATORY UPDATE - HRSA CHANGES

As a result of changes made by the Bipartisan Budget Act of 2018, HRSA continues to assess their impact and to issue guidance on statutory changes that affect section 330 of the Public Health Service Act. According to HRSA, the agency “recognizes there a number of questions related to Health Center Program oversight and the impact of compliance status on project period length and awards.” These questions are answered on a rolling basis and you can access the latest on their web site at:

<https://bphc.hrsa.gov/programrequirements/pdf/hcp-statutory-changes.pdf>