

Business Integrity Services (BIS) — Company Profile

1. Company Overview

Business Integrity Services (BIS) is a healthcare revenue cycle management (RCM) and business support services company that helps healthcare providers improve financial performance, streamline workflows, and ensure compliance through advanced technology and expert teams.

[Business Integrity Services](#)

Founded: 2019

Employees: 1,000+ across the United States, India & Colombia [Business Integrity Services](#)

Industry: Healthcare RCM, Medical Coding, Compliance & Patient Services

Headquarters: Tampa, Florida, USA (primary operations) [Business Integrity Services](#)

BIS positions itself as a partner “created by providers for providers,” focusing on delivering measurable financial and operational outcomes for healthcare practices. [Business Integrity Services](#)

2. Mission, Vision & Values

Mission

To support healthcare organizations by providing best-in-class revenue cycle solutions, compliance excellence, and administrative support that allows providers to focus on patient care. [Business Integrity Services](#)

Vision

To be a global leader in value-driven business services by blending industry expertise with advanced automation, data analytics, and ethical business practices. [Business Integrity Services](#)

Core Values

- **Integrity & Transparency**
 - **Client-focused Outcomes**
 - **Innovation & Technology Adoption**
 - **Continuous Process Improvement**
 - **Diversity, Equity & Inclusion** [Business Integrity Services](#)
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3. Leadership Team

BIS is led by a team of healthcare and operational executives committed to excellence and growth in RCM:

- **Tracie Gari – Chief Administrative Officer**
- **Phil Burk – Chief Operating Officer**

- Ana A. Riddell – Chief Financial Officer
- Yoany Gonzalez – Vice President, Revenue Cycle & Client Services
- Kate McGarry – Vice President of Revenue Cycle
- Jenny Gonzalez – Senior Director, HR & Risk/Legal Liaison [Business Integrity Services](#)

Leadership emphasizes ethical practices and data-driven performance across client engagements.
[Business Integrity Services](#)

4. Core Services & Solutions

a. Revenue Cycle Management (RCM)

End-to-end solutions from patient registration to final payment posting. BIS leverages technology and analytics to boost cash flow, improve collections, reduce denials, and streamline RCM workflows. [Business Integrity Services](#)

b. Medical Coding

Secure, structured, multi-layer coding services with quality audits to ensure accurate CPT & ICD coding and minimal denial risk. [Business Integrity Services](#)

c. Compliance & Risk Management

Regulatory alignment and oversight to ensure operations comply with industry standards and minimize audit risk. [Business Integrity Services](#)

d. Scheduling & Patient Support

Call center operations that improve patient engagement, appointment management and personalized support. [Business Integrity Services](#)

e. Out-of-Network RCM

Specialized revenue cycle services for providers working outside traditional payor networks — including settlement negotiations and claim optimization. [Business Integrity Services](#)

f. Credentialing & Contracting

Streamlined support to onboard providers efficiently and secure favorable contractual terms. [Business Integrity Services](#)

g. Personal Injury & Workers' Compensation Support

Liaison communication and administrative support between patients, providers, attorneys, and payors. [Business Integrity Services](#)

h. Business Development & Patient Acquisition

Outreach team services to help providers grow referral sources and patient volumes. [Business Integrity Services](#)

5. Operational Excellence & Technology Use

BIS uses automation, data analytics, and AI-driven tools to enhance revenue cycle performance. Their approach includes:

- Real-time data dashboards
- Automation of repetitive RCM tasks
- Analytics for denial trend detection
- Insurance eligibility automation [Business Integrity Services](#)

BIS claims measurable outcomes like improved cash flow, reduced denial rates, faster claim turnaround, and better operational transparency compared to traditional RCM setups. [Business Integrity Services](#)

6. Industry Recognition & Thought Leadership

Events & Conferences

BIS actively participates in major healthcare industry events, including the NANS Conference 2025, where it showcased innovative revenue cycle solutions and digital transformation strategies. [Business Integrity Services](#)

News & Achievements

- ISO 9001 & ISO 27001 certifications — for quality and information security systems.
- Hosted leadership events and summits to align teams and strategies.
- Expanded international operational sites. [Business Integrity Services](#)

7. Market Focus & Clients

BIS serves a broad spectrum of healthcare providers, including:

- Specialty practices
- Surgery centers
- Clinics
- Outpatient services
- Multi-location healthcare businesses [Business Integrity Services](#)

Their solutions are designed to be scalable for small practices as well as larger healthcare systems.

8. Contact & Career Info

- 📍 Global Operations: United States, India, Colombia
 - 🌐 Website: <https://businessintegrityservices.com/>
 - 👤 Careers emphasize professional growth, diversity, and innovation. [Business Integrity Services](#)
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9. Summary

Business Integrity Services (BIS) is a rapidly growing company in the healthcare RCM space combining expert teams, advanced data tools, and compliance-oriented processes to deliver financial and operational improvements to providers. Their global presence and continuous innovation place them among notable RCM and healthcare support service providers