



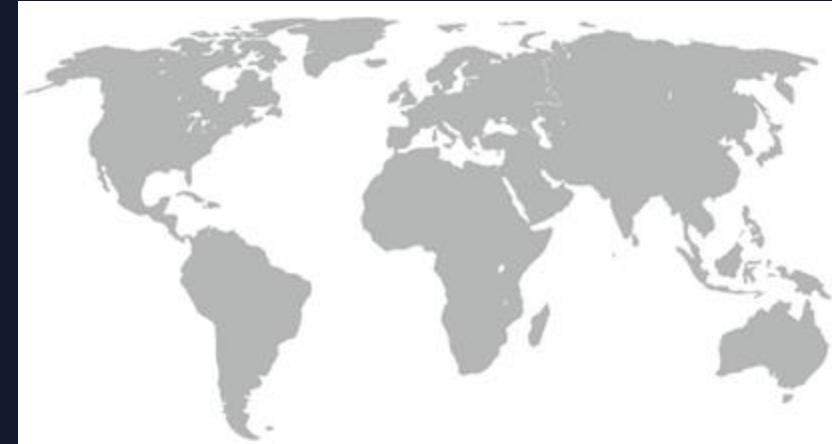
NATIONAL INDEPENDENT CONSULTANTS
OF ELECTRONIC HEALTH RECORDS

CONSULTANT OWNED & OPERATED NETWORK

JULY 2023

Industries Served

- Revenue Cycle Management
- Healthcare Consulting
- Finance & Accounting
- Legal
- IT & Technology Solutions



Offices In..

- USA (TX | TN | NY)
- Philippines
- Sri Lanka
- India
- Australia

Servicing over
300 clients
24/7

Global and
local presence

Average
tenure of **25**
years

HIPAA and
ISO Compliant
Infrastructure

>1850
employees

Over 2 Million
Claims
processed
monthly

Verticals

Labs

155+ Labs



Imaging & Other

30+ Clients



Facilities

60+ Facilities



Physicians

250+ Providers



- Blood/Tox
- Infectious Disease
- Genetics/CMA
- Whole Exome Sequencing
- Anatomic Pathology

- Mobile Imaging
- CT/MRI
- US/Mamo/EK G
- DME
- ASC

- Rural Hospitals
- Community Hospitals
- Large Medical Systems

- Surgeons
- GP & Family Practice
- Hospitalists
- Emergency Medicine
- Housecalls
- Urgent Care
- Infusion

Key Clients



Our Expertise



Experienced across all top Tier HIS/EMR/EHR/LIMS/Billing Platforms



One Platform



Our OneHRC platform is a collection of tools that simplify and streamline the entire revenue cycle management process. Our technology aims to eliminate administrative waste in the healthcare industry.



HRC Billing Solution

A comprehensive software system designed to streamline the billing process for healthcare providers.



HRC Kollect

A digital platform that helps businesses communicate with their customers, engage them effectively, and collect payments successfully.



HRC Collections and Denial Module

A comprehensive solution designed to streamline the revenue cycle and maximize collections for healthcare organizations.



HRC Credentialing

A powerful solution designed to simplify and automate the provider credentialing process.

RCM Full Services



Expertise & Technology



Subject matter expertise



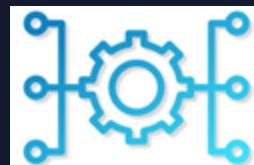
- Full time US based billing experts with over 25 years of experience
- Account managers with over 10 years of experience
- Many referenceable clients

Interoperability



- Custom Integration capabilities
- API/HL7 interfaces
- Cloud based infrastructure

Digital workforce



- >45% of current key processes RPA enabled
- >55% planned to be RPA enabled by Q1-2024
- Internal solutions team with RPA expertise

AI/RPA & Integration Products

BOTs

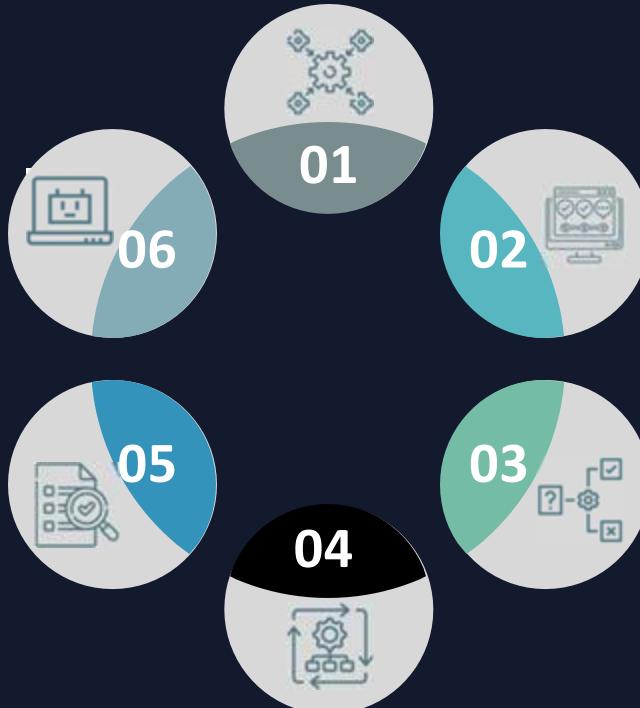
Fully automating repetitive non-value adding functions by using BOTs

Automated Missing Info Mgmt

Connecting healthcare administrators and billing specialists through an interactive workflow

HL7 & API System Integration

System integrations to automate people intensive functions



Patient Pay Solution

Enhancing provider to patient relationship via our tech enabled patient payment reminder solution

Automated Claim Statusing

Connecting with Clearinghouses through API calls to extract claim status

Customizable Rules Engines

Algorithmic patterns-based rules engines to automate reporting and flagging outliers

Value Added Services



- Fee Schedules and billing code Updates
 - Payer Enrollments (EDIs, ERA, EFTs) Management
 - Billing system master files Management
 - Claim Level Reporting
-



- Daily/Weekly Updates
 - Dedicated Onsite US Director
 - Monthly and Quarterly Updates
 - Industry Updates
-



- Client Bill Management Team
- SLA Driven Pricing Model Options
- Root Cause Analysis

Proven Onboarding Process



Pre-Contact	Systems	Processes	Go-Live	Post Live
Week 1-3		Week 2-5	Week 6	Week 6 Onwards
Requirements Analysis	Clinical Systems Access	AS - IS Processes	Test Phase	Weekly Progress Updates
Processes Assessment	Billing System Implementation	TO - BE Processes	Go-Live	Benchmarking
Engagement Scope	Clearinghouse Configuration	Responsibility Delineation	Weekly Progress Updates	Best Practices Implementation
Business Associate Agreement	Procedure Configuration	Process Matrix		Root Cause Analysis
Services Agreement	Billing System Interface	TATs and KPIs		Risk Analysis
Onboarding Plan/Call	Electronic Ordering Application	Reporting		Ongoing Scope Assessments
	TNG Analytics	Compliance		

Concierge Service Model



- Weekly SLA reviews
- Custom reporting
- Client Account Plans
- Client based team/Org structures
- Daily/Weekly/Monthly Updates

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- Daily/Weekly/Monthly Updates
 - Industry benchmarking
 - Contingency Plans
 - CRM tools
-

- Local presence
- Industry Association Access
- Industry Trends Analysis
- Root Cause Analysis

Certifications



- Certified
-



- Certified
-



- Certified
-



- Certified
-



- Compliant
-



- Compliant
-



- SOC 1 - Certified
 - SOC 2 - Certified
-



- Certified

Category	Safeguards
Technical Safeguards	<ul style="list-style-type: none">• Activity logs and audit controls• Encryption and decryption tools for communication• Automatic log-off of PCs and devices• Infrastructure:<ul style="list-style-type: none">• Sophos Hardware Firewall with IPS / IDS etc.• Servers equipped with Sophos Endpoint protection and ransomware protection• Office 365 Outlook for enterprise email hosting services backed by Microsoft security standards• Web & Application Policies imposed for ensuring data security• Automatic data backup twice daily with retention up to 60 days
Physical Safeguards	<ul style="list-style-type: none">• Policies and procedures for mobile devices• Policies for the use/positioning of workstations• Facility access controls:<ul style="list-style-type: none">• Biometric access• CCTV surveillance• Physical security• Dedicated – Access managed data center room with surveillance• Inventory of hardware
Administrative Safeguards	<ul style="list-style-type: none">• Contingency plan & ongoing plan testing• Risk management policy & ongoing risk assessments• Restricted third-party access / BA agreements• Continuous HIPAA training for team members

Compliance Team



Wade McFaul

Compliance Officer

Mr. McFaul retired after 25 years of service with the U.S. Department of Health and Human Services, Office of the Inspector General. During his tenure with the OIG, Mr. McFaul worked various cases as a Special Agent, and...



Dr. Alberto J. Montero, MD, MBA, CPHQ

Compliance Advisory Panel

Dr. Montero is clinical director of the Breast Cancer Medical Oncology Program at University Hospitals Seidman Cancer Center and an associate professor of medicine at...



Dr. John McHenry, MD

Compliance Advisory Panel

Dr. John McHenry, MD is a Cardiology Specialist based in Salt Lake City, Utah. He received his medical degree from University of California San Francisco School of Medicine and has been in...

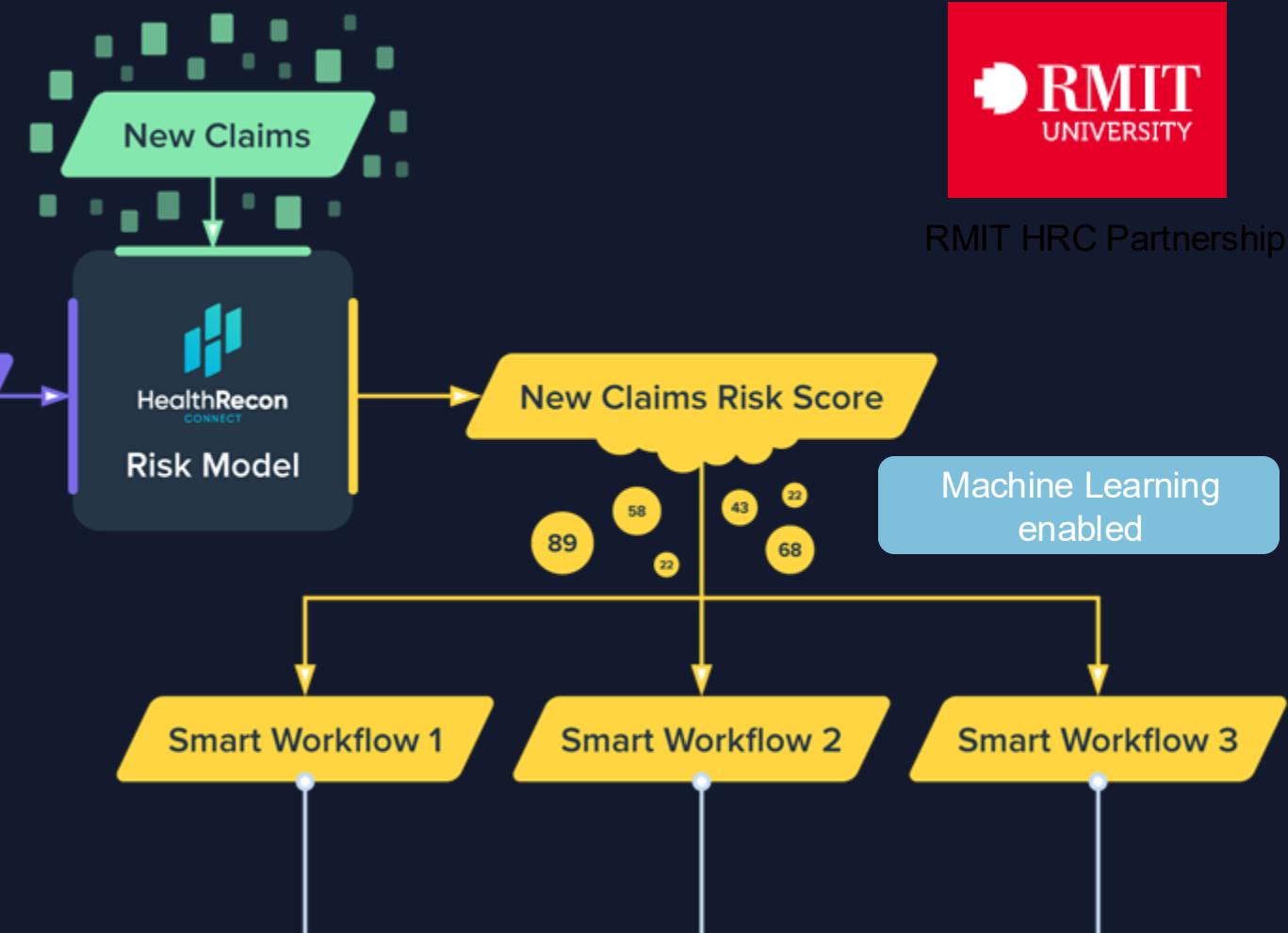
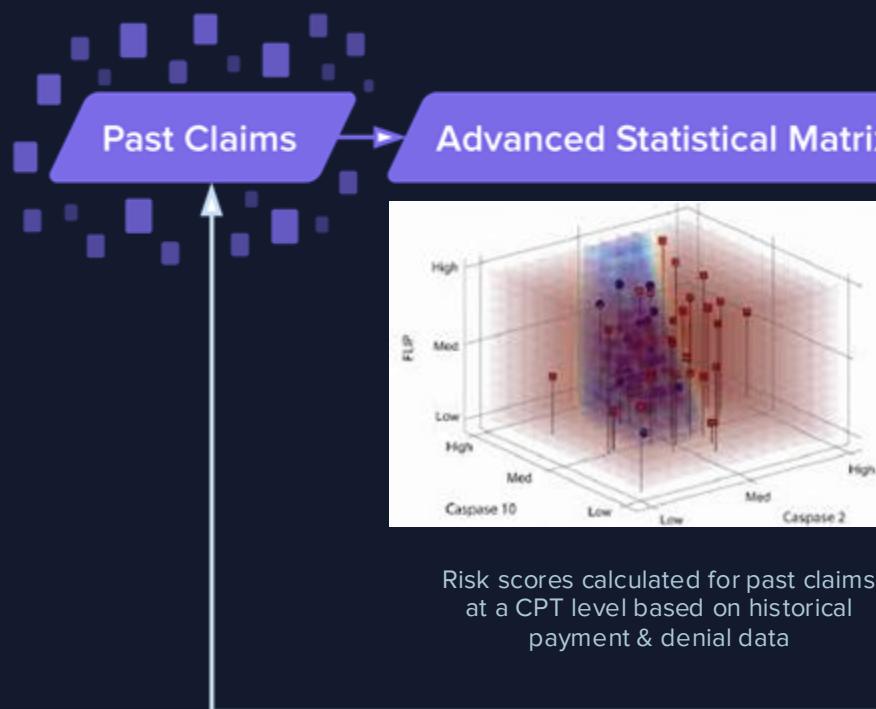
Analytics



- Cloud Based and HIPAA Compliant
- Fully Integrated – Real time Dashboard
- Customized based on your requirements
- Monitor overall and Provider level productivity
- iPhone and iPad ready
- Many filters – Provider, Payer, time period, CPT etc.
- Export in one click to excel, PDF etc.

Intelligent Workflows

The accuracy and predictability of the matrix increases over time with more data



RMIT HRC Partnership

Communication Protocol



	Onboarding	0 - 90 Days	> 90 Days
Onboarding Update	Daily	N/A	N/A
Account Management Call	2 calls/week	Weekly Call	Bi-weekly Call Monthly Call Quarterly Call
Progress Updates (Report) / SLA Review	N/A	Weekly Update Monthly Update	Bi-weekly Update Monthly Update Quarterly Update
Urgent Inquiries	Email/Call (immediate/within 2 hours)	Email/Call (immediate/within 2 hours)	Email/Call (immediate/within 2 hours)
Standard Inquiries	Email/Call (within 24 hours)	Email/Call (within 24 hours)	Email/Call (within 24 hours)



THANK YOU



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TheNICEHRGroup.com