



NATIONAL INDEPENDENT CONSULTANTS  
OF ELECTRONIC HEALTH RECORDS

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CONSULTANT OWNED & OPERATED NETWORK

JULY 2023

# The Connect Group



## 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



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

## Imaging & Other

30+ Clients



- Mobile Imaging
- CT/MRI
- US/Mamo/EKG
- DME
- ASC

## Facilities

60+ Facilities



- Rural Hospitals
- Community Hospitals
- Large Medical Systems

## Physicians

250+ Providers



- 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

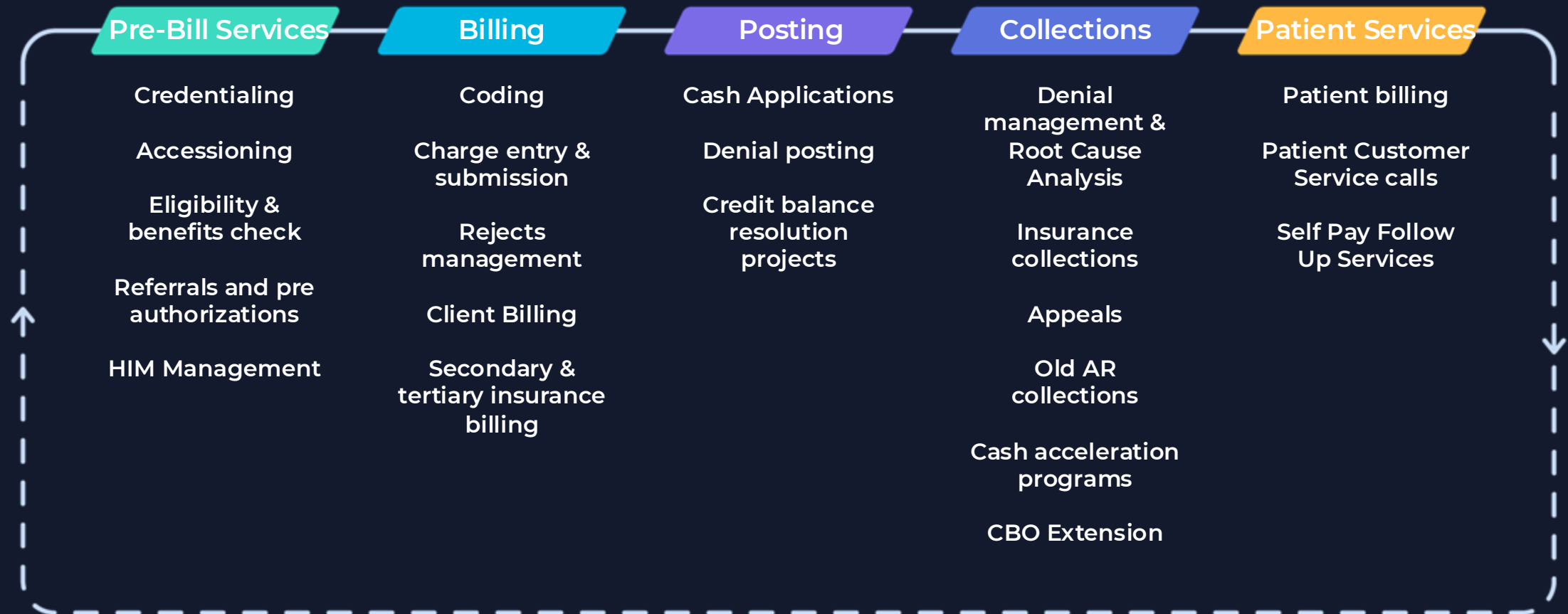
A comprehensive solution designed to streamline the revenue cycle and maximize collections for healthcare organizations.



## 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

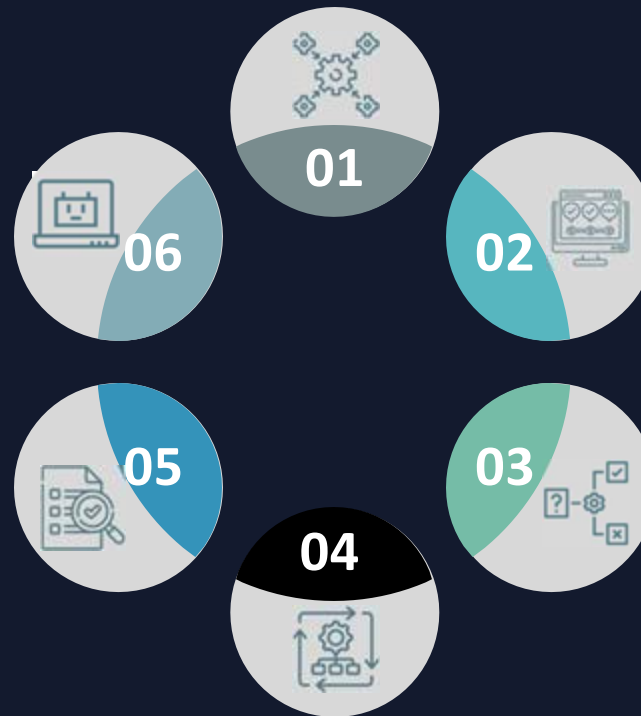
Fully automating repetitive non-value adding functions by using BOTs

## 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

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- 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

# HIPAA Compliance

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

# 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.

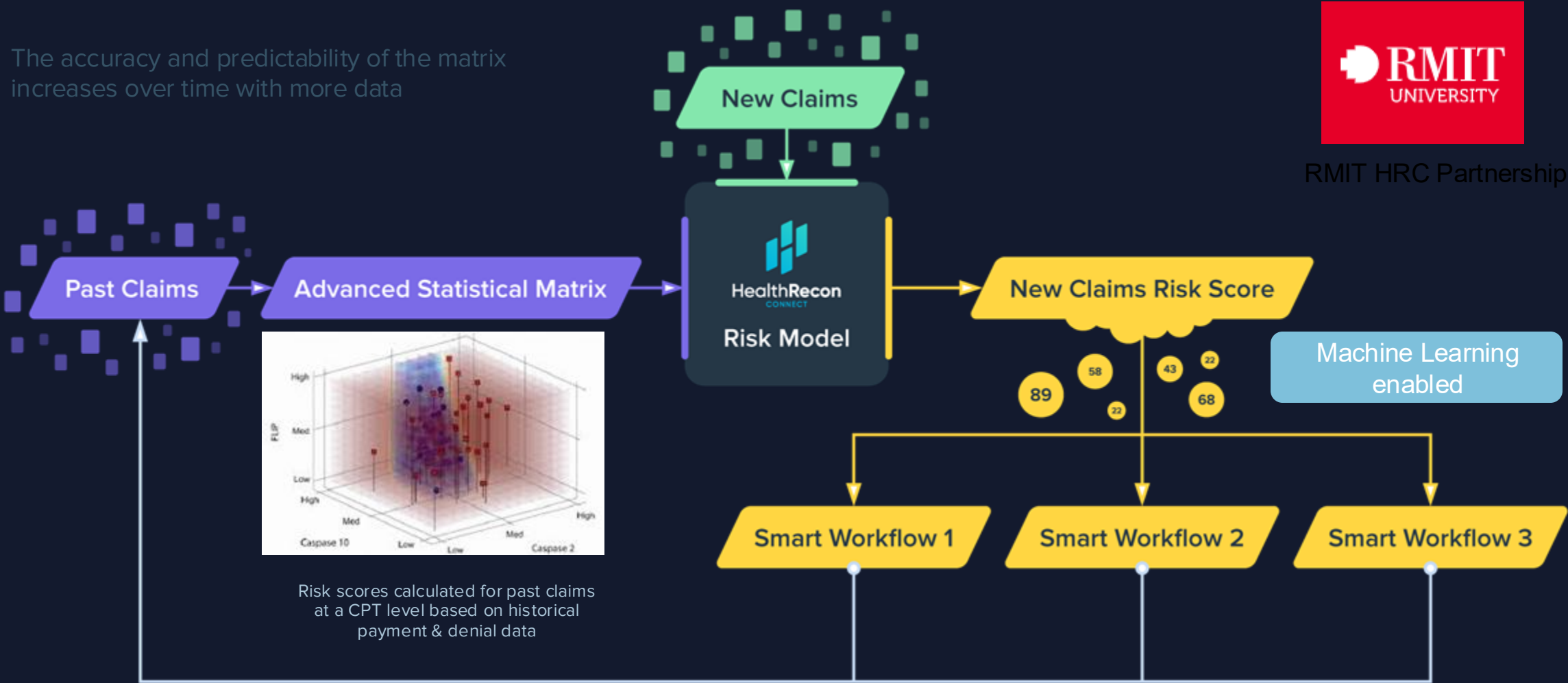


# Intelligent Workflows

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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