

TRANSFORMING HEALTHCARE OPERATIONS



The healthcare industry is in a state of systemic transformation. Insurers face new legislative mandates, providers confront intense margin pressures, and consumers grapple with ever-rising premiums. Today's global pandemic further complicates the landscape and the ways in which care may be administered. In this evolving and uncertain economic environment, finding ways to improve quality and control costs is a constant challenge.

That's why leading healthcare institutions turn to SolomonEdwards to move their organizations forward. We work with leading providers, payers, and suppliers across the healthcare value chain to tackle key initiatives, improve operations and enhance patient care, whether in-person or remotely.

FOCUSED PRACTICE FOR HEALTHCARE PROVIDERS

- Behavioral, Community and Continuum of Care Services
- Addiction and Substance Use Disorder (SUD) Related Services
- Mental Health Services
- Physician Practices
- Hospitals

OUR METHODOLOGY

From hospital systems to physicians' groups, we focus on revenue cycle challenges such as:

1. Referrals, Authorizations, Registration, Insurance Eligibility and Verification
2. Electronic Medical Records (EMR) and Billing System Optimization, Insurance Contract Compliance
3. Billing, Coding, Denial Management and Compliance
4. Batch, Submission and Denial Mitigation of Claims
5. Revenue Recognition, Payment Posting, Reconciliation, Accounts Receivable and Reserves Analysis and Audit

Whether managing costs, deploying new technologies, launching products, or enhancing member services, we deliver the right solution at the right time. We provide:

- Targeted consulting expertise that moves clients **from strategy to execution to results.**
- A proven, transparent engagement model that **delivers tangible, measurable impact.**
- A **Rapid Process Improvement (RPI) framework** to quickly identify gaps and solutions for end-to-end procedures reducing multi-faceted complex projects from months to weeks.
- To support the execution of your project and lower cost, we lean on our **core competency of staff augmentation**, providing individuals with the right skill sets and experience on a "just-in-time" basis.



OUR QUALIFICATIONS TO SERVE

Revenue Cycle Process Improvement | Healthcare Billing and Reconciliation

A physician network and medical foundation was seeking to develop a comprehensive revenue cycle management strategy to improve and standardize billing, coding, reporting and reconciliation methodologies.

SolomonEdwards identified 35 issues related to processing of charge capture intake forms and developed 55 recommendations along with a best practices playbook to mitigate those and related issues. Additionally, we identified approximately \$200k in missed revenue opportunities and developed best practices to alleviate revenue leakage.

Change Management | Healthcare Shared Services Delivery Model Launch

A national healthcare provider invested in a new operating model that included shared services for the entire organization. The client turned to SolomonEdwards to provide a scalable change management plan to integrate the shared services model appropriately for each unit and region.

SolomonEdwards provided a change management expert to identify gaps in the existing methodology, develop messaging for user buy-in, and provide an implementation toolkit that could be leveraged by each region, on its own timeline, and be adapted to size and scope.

Change Management | Patient Confidentiality

For a large healthcare organization, the SolomonEdwards team developed government-mandated policies and procedures about patient confidentiality and user access. We then conducted a comprehensive training program for physicians and medical assistants at 35 facilities across the country.

Project Management | Carve-Out Process

For a clinical-stage therapeutics company, we provided project management and execution on all aspects of the carve-out process, conversion to a new general ledger platform (Peachtree), general ledger close, technical accounting advisory including business combinations, stockholders compensation, audit preparation (KPMG) and preparation of the financial statements for S-1 filing.

Business Process Improvement | Financial Reporting & Internal Controls

For a pediatric urgent care facility, SolomonEdwards designed and implemented formal business processes encompassing the revenue, purchasing and financial close and reporting cycles, including appropriate internal controls. We also developed a formal monthly reporting package and trained company staff on its use including relevant KPI metrics implementation and monitoring procedures.

For more information, please contact your local SolomonEdwards office:

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