

PMG's services extend beyond traditional billing and claims management. PMG's extensive value-add advisory services and analytics enable higher fees and improved customer relationships.

Situation	PMG Actions	Results
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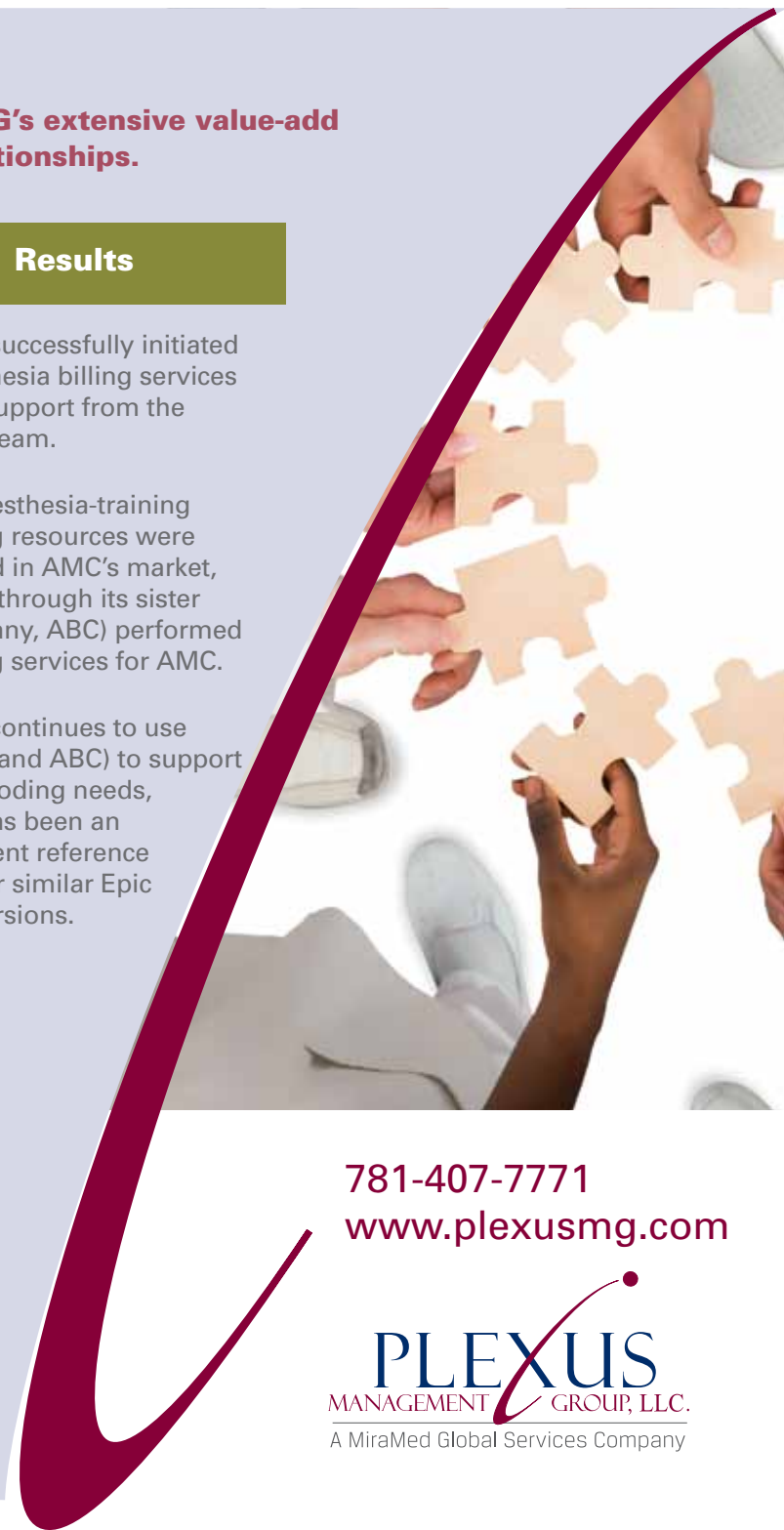
- Academic Medical Center (AMC) wants to develop a single charge document for all hospital-based and physician services.
- In order to accomplish this, AMC needed to develop in-house billing capability for anesthesia services within Epic.
- AMC had no software development expertise relating to anesthesia billing, nor did AMC have in-house anesthesia billing experience.
- AMC developed a RFP and PMG was awarded contract.

- AMC completed a detailed questionnaire on anesthesia services at AMC.
- A PMG team of anesthesia billing and Epic experts led the project providing site evaluation of AMC's in-house billing capabilities.
- PMG developed a detailed project plan and timeline for integration of anesthesia billing. Elements of the plan included:
 - Created a staffing model for the billing reimbursement department including an organizational chart.
 - Created job descriptions and salary ranges and security access levels for the positions described in the staffing model.
 - Created policies and procedures that address all core billing areas.

- Developed process flow chart for handling the transfer of information including recommendations on technology interfaces as needed.
- Developed anesthesia workflow, guide and training materials for anesthesia providers to insure all required information for billing is entered at time of service.
- Developed process for credentialing status of current and new providers.
- Developed process for negotiating new payer contracts.
- Updated anesthesia provider screens.
- Updated anesthesia record.
- Developed operational plan/timetable.
- Developed benchmarks for measuring performance.
- Created benchmark reports for performance measurements.

- AMC successfully initiated anesthesia billing services with support from the PMG team.
- As anesthesia-training coding resources were limited in AMC's market, PMG (through its sister company, ABC) performed coding services for AMC.
- AMC continues to use PMG (and ABC) to support their coding needs, and has been an excellent reference site for similar Epic conversions.

**Case Study:
Academic
Medical Center**



781-407-7771
www.plexusmg.com

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