



Focus Infomatics, Inc.

Healthcare Solutions



Corporate Overview

Focus Infomatics, Inc. was founded in 1999 to provide high quality, seamless healthcare solutions to the growing number of hospitals and physician offices looking to increase efficiency and contain costs in an ever-changing healthcare market. The company was formed to meet the phenomenal growth in healthcare services and demand for cost containment of healthcare services.

Focus Infomatics, Inc. provides **service-based solutions** to help maximize the Revenue Cycle Management of healthcare providers thereby increasing their effectiveness and reimbursement. This will enable providers to concentrate on their core competency, which is to provide healthcare services to patients. We strive to carry the burden of other activities including:

- ▶ Transcription
- ▶ Coding
- ▶ Billing
- ▶ Revenue Cycle Management

Focus Infomatics, Inc. aims to provide our customers with the **highest quality service at competitive rates**, with emphasis on **customized solutions** based on the needs, requirements, and culture of each healthcare organization.

Focus Infomatics, Inc. is headquartered in Boston, MA, with regional offices located in Los Angeles, CA and Minneapolis, MN. Additional satellite offices are maintained nationwide. Our creative solutions, combined with the personalized service we offer, has led to our incredible growth in the past five years. Focus Infomatics, Inc. now serves the needs of hundreds of healthcare clients across the nation, and prides itself in being the preferred vendor for the **Health Trust Purchasing Group** for medical transcription services.

Focus Infomatics, Inc. demonstrates the company's commitment to the goals of our clients.

- ▶ **We handle our client's needs with urgency.**
- ▶ **We value personal responsibility and corporate credibility.**
- ▶ **We emphasize personal attention to meet our client's daily needs.**

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Transcription Services

Today, the Healthcare Industry is experiencing on going crisis, *trying to provide the best patient care possible while still remaining profitable*. This problem has led Healthcare Management to search for products and services that will provide solutions, which enhance cost and operations efficiencies, without compromising quality. Focus Infomatics, Inc. excels in this area.

Many Hospitals, Clinics, and Physician's Groups are evaluating their business processes and searching for answers that will directly enhance their Revenue Cycle Management. Focus Infomatics, Inc. has a proven track record with improving this process.

- ▶ Management of the information flow from Admission to Billing
- ▶ Concentration on lowering DNFB's
- ▶ Suggesting methods and softwares that will enhance the Reimbursement cycle
- ▶ Allowing Health Care Facilities to concentrate on their core business of Patient Care
- ▶ Reduction in the billing cycle
- ▶ Reduce overall transcription cost immediately

The Markets We Serve (Large & Small)

- ▶ Hospitals
- ▶ Clinics
- ▶ Physician Offices

Personal Account Management

- ▶ Around the Clock Coverage (365 days/year; 24 hours/7 days)
- ▶ Superior Quality
- ▶ Personal Account Manager provided

Customized Service

- ▶ TAT's
- ▶ Excellent quality
- ▶ Delivery Method, templates set-ups, formatting needs
- ▶ Assessment analysis at no cost

State of the Art Technology

- ▶ Interface with most Health Information Systems & Software
- ▶ Voice Recognition Software
- ▶ Web accessibility & Status Consoles
- ▶ On-line Editing
- ▶ Electronic Signature
- ▶ HIPAA Compliance
- ▶ CC Fax



Value Proposition

Value Proposition

Account Management

At Focus Infomatics, Inc. we believe that customers are the key foundation driving our business, growth and success. Focus Infomatics, Inc. mandates a strict dedication to customer service.

The difference in any service proposition is the people. We have skillful people on-hand 24/7 to quickly resolve any issue that may develop from time to time. Focus Infomatics, Inc. works to evaluate the client's current process and establishes performance benchmarks. This includes appointed turn around times, distinct procedures, quality standards, and customized delivery methods. Our collaborative approach has resulted in consistently meeting and exceeding client expectations.

Quality Assurance

Our Process Execution Model ensures that an error rate of less than 2% is always maintained.

- ▶ Account Managers managing all aspects of concerns for our Customers
- ▶ Team Leaders managing service teams of 10
- ▶ Quality Auditors perform random quality audits continually
- ▶ Six Sigma Methods of Management ensures consistency

Cost Reduction

In today's healthcare industry, cost is the optimal driver when it comes to management of healthcare institutions. Our innovative way of operating enables us to provide the most competitive price with no expense to quality and timeliness, which will greatly improve your means of administrating your health information management.

Confidentiality

Focus Infomatics, Inc. understands the sensitivity of medical information and hence safeguards against any risks of client/patient confidentiality.

- ▶ Biometric (finger printer) Security Access Control System
- ▶ Health Insurance Portability and Accountability Act (HIPAA) Compliant
- ▶ Secure Lines with 128-bit encryption
- ▶ Virtual Private Network (VPN) connections for data communication
- ▶ Firewalls to protect against external hackers

Coding Analysis

Coding Analysis

Focus Infomatics, Inc. offers Coding Recognition Software that works on inpatient coding and captures or validates every code possible. All charges are obtained automatically through the MT Reports dictated. For those situations where information is required outside of transcription, scanning software is utilized by our employees to get the data into the Coding Software.

The difference:

- ▶ A possible increase of \$300 - \$400 per encounter when using Focus Infomatics, Inc.'s Coding Recognition
- ▶ Speeds up the coding to billing process dramatically
- ▶ Increases the productivity of all Coders with a 3:1 improvement

Further, through this advanced integrated code scan Focus can dramatically reduce inaccurate or incomplete coding with Outpatient codes too. It minimizes claim rejections and under-reimbursements due to inadvertent errors. Focus Infomatics, Inc. does extensive code edits and automatically checks for:

- ▶ Inaccurate ICD-9 Codes
- ▶ CPT and ICD-9 mismatches
- ▶ Missing modifiers
- ▶ Appropriate E&M coding
- ▶ Appropriate level of specificity; 4th or 5th digits

With significant reduction in missed charges and increased coding accuracy, Focus Infomatics, Inc. will enhance your reimbursement process time thereby generating improved cash flow. Moreover, the use of our software will identify those codes not identified by coders, which will definitely increase revenue numbers without adding new patients.

- ▶ **Increased revenue** by capturing all the services rendered and thereby selecting codes that generate to higher reimbursement...
- ▶ **Selection of correct codes** based on the medical record, avoiding costly reworking and resubmission of bills...
- ▶ **Reduced over-billing and decreased chance of audits**, by producing a claim predicated and coded from the medical record...
 - ▶ **Improve coding productive by 20% - 40%, or more...**
 - ▶ **Speed up the Billing Process.** Focus Infomatics, Inc. has the ability now, to utilize voice recognition software, produce transcription in 5-10 hours, and return your work back to you using our coding analysis. We feel this combined synergy will notably decrease your days outstanding, thus improving cash flow significantly.



American Academy of
Professional Coders

Billing Services

Billing Services

Focus Infomatics, Inc. was established to fulfill a vision for a new kind of healthcare solutions company. Whether you are a solo practitioner exploring your professional options or a multi-facility organization looking for long-term solutions, we have the resources to meet each of your needs effectively. Focus Infomatics, Inc. provides comprehensive billing and accounts receivable management services to physician offices and hospitals across the nation.

Effective medical billing requires experience and training. While experience is always a plus, Focus Infomatics, Inc. directly requires our billing professionals to maintain current on changes in the industry. Our resources provide both the hospital and the physician with the support needed throughout your billing cycle.

- ▶ Electronic/Paper Claims Submission
- ▶ Electronic/Paper Remittance
- ▶ Insurance Benefits Verification
- ▶ Insurance Denial/Appeal Claim Follow Up
- ▶ A/R Reimbursement
- ▶ Private Pay/Co-insurance Collections
- ▶ Customized Reports/Services
- ▶ Customized Patient Statements
- ▶ Managed Care Authorization/Referral Tracking
- ▶ Analyze and Monitor Reimbursement Schedules
- ▶ Compliance Plan HIPAA, OIG
- ▶ Code of Ethics

Focus Infomatics, Inc. can provide the entire revenue cycle to cover your needs.

Reduced Costs - Improved Cash Flow - Negotiate More Favorable Contracts - Evaluation Coding for Optimum Reimbursement



Additional Services

Additional Services

Call Center Services

Focus Call, a division of Focus Infomatics Inc., is one of the premier call center solutions serving clients nationwide with a proven track record in Healthcare. The service we offer is a combination of state-of-the-art hardware and software applications along with the addition of the human touch. We have established our credibility in various domains by designing for our clients a value proposition that meets their exact requirements and specifications at a truly cost-effective price.

Focus Call is a dedicated customer driven service with a myriad of offerings. Our Technical Help Desk Service is a 365-day-per-year operation that assists healthcare institutions track, troubleshoot, and systematically solve technical problems. Focus Call leverages its in-house personnel expertise, cutting edge technology, and economies of scale to benefit our client's customer base (current and potential). Focus Call's capabilities help businesses extend their business 24/7/365.

www.focuscall.com

Nurse Staffing

Focus Care, a division of Focus Infomatics, Inc. specializes in providing nursing and allied healthcare staff to healthcare institutions across the nation. Through its presence in the U.S. and in India, Focus Care strives to meet the demand of healthcare professionals (nurses) by creating a resource from India. Our company provides healthcare professionals to hospitals, nursing homes, clinics, and doctor's offices. Our highly qualified healthcare professionals are quality screened, educationally tested and licensed, with experience in many different areas of medical practice. Focus Care provides medical, surgical, specialty nurses, licensed practical or vocational nurses, and advanced practice nurses in a wide range of specialties for placement within the United States.

Screening / Quality Management

Through our quality management department, Focus Care screens each candidate prior to their placement, and we continue to evaluate each healthcare professional after placement to ensure exceptional performance as well as determine feasibility for future assignments. We conduct stringent license and certification reviews, drug and sexual offender screens, criminal background investigations, written screening examinations, and health/TB tests for each candidate. Our internal processes are designed to ensure that every healthcare professional has the appropriate experience, credentials, and skills for the assignments they accept.

Our recruiters and Account Managers seek to develop and maintain strong and long-lasting relationships with the recruiting staff of our clients. They clearly understand the expertise, experience level, and skill set requirements necessary prior to recommending any individual. Our recruiters and Account Managers work with you to help achieve your goals of maintaining the highest possible quality patient care.

www.focuscares.com





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