

# ProMed Series

## Revenue Cycle Solutions



### **BizTech Healthcare Solutions, Inc. ProMed Series:** Innovative solutions for coding, billing, patient registration and compliance

Today's healthcare providers face intense regulatory, economic, and competitive pressures. To thrive, organizations must increase the quality of care and services they deliver to patients, while lowering their operating costs and maintaining privacy and other regulatory compliance standards.



#### **Among the top concerns for healthcare providers are:**

- 1. Achieving revenue growth and cost reductions**
- 2. Gaining and retaining HIPAA compliance**
- 3. Managing a tidal wave of paper records**
- 4. Finding and retaining experienced coding staff**

**The ProMed Series** from BizTech Healthcare Solutions, Inc. is a healthcare application suite focused on reducing operating costs and increasing cash flow within your business processes. We leverage our decades of experience in business process automation and systems integration to develop solutions to optimize your revenue cycle. In addition to driving down operating costs and improving cash flow, all of our applications share an underlying HIPAA compliant infrastructure, which reduces the cost associated with HIPAA compliance.

- **HIM Charge Entry/Coding**
- **Hosted Solutions**
- **EOB Solutions**
- **Patient Registration**
- **HIPAA Audit Log (HAL)**

If you are interested in improving your revenue cycle, allowing you to maximize your payer reimbursements and shorten the billing cycle, our ProMed Series is the right solution for you.

#### **A Word about the ProMed Architecture**

**The ProMed Series** is built to fully leverage the Microsoft platform. By providing solutions that are Microsoft-based, the total cost of ownership of our solutions is much lower.

Many applications in the suite are web-based and are created using Microsoft ASP.NET technologies. All you need to access your ProMed applications is a web browser, regardless if you are running your ProMed application as a standalone application or as a hosted solution from BizTech.

**Our solutions interface with many commonly used healthcare systems including:** Meditech, QuadraMed, 3M, Valco Data Systems, Summit Healthcare and Global 360, to name a few. As an experienced systems integrator, we designed the ProMed Series to integrate with your existing healthcare systems, protecting your investment and minimizing the learning curve.



## ProMed for Coding

**ProMed for Coding** delivers a unified interface for your coders with all of the patient data needed to complete the coding of a record. Instead of having multiple applications open separately, ProMed for Coding unifies the patient EMR, scanned document images and your existing encoder into one highly efficient, user-friendly environment. ProMed drives down operating costs by eliminating coder keystrokes and reducing data entry errors, since the coder never has to type in a medical record or account number.

ProMed for Coding is designed to integrate with your existing HIS, EMR, document imaging system and encoder. This web application layers onto your existing infrastructure in order to improve coder productivity. ProMed's integration with existing systems eliminates the need for overnight batch processing in the coding and billing process. Eliminating overnight batch processes with ProMed can reduce days from the billing cycle, increasing your cash flow.

Since ProMed for Coding is a web-based application, it supports internal as well as remote users. Remote coders have all of the ProMed data delivered to them securely. BizTech also offers ProMed for Coding as a completely hosted solution [see below]. For those customers who run the application from their own server, we offer an "overflow" service, electronically diverting a pre-determined workload to our own coding resources. All data within the system is tightly controlled by ProMed.

### Key Benefits of ProMed for Coding:

- Elimination of overnight batch processing, enabling a shorter billing cycle
- Web-based application simultaneously supporting internal as well as remote coders
- One unified, coder-friendly interface that delivers account data including document images & patient data from HIS, and integrates with third party encoders such as 3M
- Built-in image viewer as well as online forms feature which allows entered data to be automatically integrated with other systems, e.g., charge data from ProMed can be sent directly to your HIS system
- Available HIPAA Audit Logging module which records all system access within ProMed by user and patient



## Hosted Solutions

In an effort to drive your healthcare operating costs even lower, we offer several of our solutions (including ProMed for Coding) in a hosted web application model. Clients can leverage ProMed's award winning application suite while we operate, manage and maintain the actual systems, using state of the art web-hosting technologies. Our hosted solution offerings include:

- ☑ **Application Hosting**
- ☑ **Excess capacity management**
- ☑ **Application hosting using BizTech coding resources**
- ☑ **Document image hosting**

In the application hosting model, we host your ProMed for Coding application, while your coders simply access the application securely over the internet in order to process records. We also offer the ability to utilize our own coders for a truly outsourced coding solution.

For those customers that run ProMed for Coding from their own servers, they can take advantage of the "Excess Capacity Management" feature which allows them to determine a work queue threshold setting. Once that setting is exceeded, any additional records are diverted to BizTech coding resources for processing. In all cases, ProMed for Coding provides you with a level of management over your data that previously was unavailable.



## Hosted Solutions, continued...

**Hosted Document Imaging** systems can save your organization thousands of dollars each year by reducing support staff, hardware maintenance budgets, and software license renewals. Users have access to stored documents from a web browser or through ProMed's viewer utility. Because our viewer is designed to be integrated with other healthcare systems, users can access a complete list of document images directly from their existing applications. Scanned images, transcribed reports, print streams and electronic files can all be stored in the document management system. All user access to files within the system can be tracked for audit purposes, and easily reported by patient or user.

### Key Benefits of BizTech's Hosted Solutions:

- Lower operating costs
- Flexible offerings to meet your needs
- Reduced IS requirements
- Data security and process management control



## ProMed – Patient Registration

**ProMed for Patient Registration** provides scanning stations at admitting and registration points throughout the facility. At these stations, critical registration documents are scanned and digitally captured immediately. The application is designed to integrate with your existing HIS registration system and is launched by a hot key, requiring zero data entry from your registration staff. Patient demographic data is extracted from your registration module and entered into the ProMed Scanning application. The registration staff simply selects a button to scan a drivers license, primary insurance card, etc.

ProMed for Patient Registration also supports Fujitsu's cutting edge biometric device, the **PalmSecure™ Palm Vein Authentication System**. The PalmSecure can be used to validate patient identification and automate the registration process. This device is perfectly suited for the healthcare environment since it does not require direct physical contact, and can be used with or without latex gloves.

### Key Benefits of ProMed Patient Registration:

- Requires zero data entry by registration staff due to hot key design
- Standardizes the patient registration process, and guarantees verification of patient insurance and ID
- Integrates with Fujitsu's PalmSecure biometric authentication device
- ProMed's viewer utility acts as an image management application that is linked to your HIS, enabling users to retrieve scanned images from multiple backend systems and to display one complete list by either MR# or account#

PalmSecure





## ProMed – Explanation of Benefits

**ProMed for Explanation of Benefits** enables faster response to patient, payee, and provider requests. Instant access to claims and remittance information allows payer discrepancies or patient inquiries to be handled immediately in a single call.

Billing staff working in their main HIS window can simply click a button to quickly retrieve all supporting documentation (e.g., registration documents, claims, explanations of benefits (EOB's), etc.). Individual EOB information can be extracted from insurance carrier listings and individual EOB's created for patient records.

Service personnel can retrieve EOB information at the patient level, instead of manually searching through physical files by posting dates. ProMed for Explanation of Benefits enables instant retrieval of original claims using information from your existing legacy HIS. Finding the right information, at the right time—with a patient on the phone—produces immeasurable benefits.

### Key Benefits of ProMed Explanation of Benefits:

- Easy to use interface providing immediate access to patient documents and information
- Single location for information access, enabling quicker response to questions from patients, payees, and physicians
- Quick retrieval of EOB information at the patient level
- Flexible retrieval options help minimize steps in any retrieval process



## ProMed – HIPAA Audit Log (HAL)

How many systems within your hospital contain Protected Health Information (PHI)? How many users within your hospital have access to any part of PHI? If a patient requests an audit of medical record access within your hospital, how much time and effort is required to fulfill that request? If a patient requests an audit of their medical record access, will you need to report on just some of the systems or ALL of the systems that contain any data for that patient?

**ProMed—HIPAA Audit Log (HAL)** is a database application that stores PHI audit data from ALL of your existing systems. It is designed to integrate with other systems by using standard healthcare industry data exchange mechanisms like HL7, XML, ODBC and COLD.

Reduce your risk exposure by utilizing **HAL's** policy base alerts. The user-friendly web interface makes creating security policy rules simple. HAL will highlight any possible policy violation based on your rules defining 'user permission' and 'user need-to-know'. HAL's policy base testing allows you to manage user access and to identify violations immediately.

### Key Benefits of HAL:

- Integrates with any system using standard healthcare data exchange technologies: HL7, XML, ODBC and COLD
- Provides one central database system to archive access audit trails for an indefinite length of time
- Enables immediate viewing and reporting of audit log by either patient ID or employee
- Allows monitoring of HAL database based on your own policy rules

