



Wouldn't you like to collect
more of the money
your emergency physician
practice is owed, **faster**?

HEALTH CARE FINANCIAL SERVICES
OF **TEAM**Health



Clients come to us because of our reputation.
They stay with us because of our results.

Speed
reimbursement
and improve
cash flow

Optimize revenues while reducing compliance risks.

In today's world, your emergency physician practice faces increasing challenges in the delivery of high-quality patient care. Reimbursement levels are plummeting. Tougher regulations have placed your providers under close scrutiny. And meanwhile, the pressure to improve productivity is greater than ever before. To help you navigate the complex issues that threaten the financial well-being of your business, you need a strong partner, one who has your best interests in mind.

Health Care Financial Services (HCFS), a division of TeamHealth, provides comprehensive coding, billing and consulting services to both emergency physician groups and hospitals that employ emergency physicians. With over 25 years of specialized experience in the field of emergency medicine, HCFS has become an industry leader, helping busy practices achieve operational excellence while maximizing financial health.

Practice Management Expertise

HCFS excels at managing large-volume, small-balance physician bills as well as primary and secondary insurance billing. Annually, our organization submits 6 million insurance claims and processes invoices for 7 million new patients on behalf of our clients. We have invested generously in state-of-the-art equipment, software and facilities to provide continued exceptional service in an ever-changing business climate.

In addition to being a cost-effective alternative to in-house coding and revenue cycle management, HCFS brings a consultative approach to our client relationships, continually identifying ways to improve your practice – and your bottom line. From business intelligence reporting to physician education, we are committed to helping you optimize revenue, decrease costs and reduce compliance risks. In the meantime, you can remain focused on doing what you do best – caring for your patients.

Your Trusted Partner in Success

At Health Care Financial Services, our objective is to become your strategic partner in the successful and long-term management of your physician financial accounts. Getting your patient bills out quickly is only the beginning. When you partner with HCFS, you're gaining an involved, valuable member of your management team who will act as your advocate and keep you informed every step of the way. Because we're also providers of emergency physician care, our vision is aligned with yours. Our professionals understand the value of your practice and will work closely with you to achieve your business goals.

Our Services

Health Care Financial Services employs a robust staff of over 1,000 within our extensive coding, billing and collections operations. Our five facilities are strategically located in Florida, Tennessee, Ohio and California.

Our comprehensive scope of services includes:

- Setting an appropriate schedule of fees
- Negotiating favorable payment rates with third-party payers
- Correctly enrolling your physicians and mid-level providers with insurance companies
- Educating your physicians on how to correctly document their records
- Meticulously coding each patient record using rigorous compliance guidelines
- Getting your patient bills out quickly and accurately
- Collecting deductibles and co-payments from your patients, including "self-pay" patients
- Following up diligently with insurance companies when claims are denied, down-coded or underpaid
- Correctly depositing funds into your group's bank account
- Providing you with useful reports that offer insight into your financial health and physician productivity

Through our health care business expertise, innovative technology and dedicated team, HCFS is committed to helping you dramatically improve the financial outlook of your emergency physician practice.



Get a Free Revenue Projection and Cash Flow Forecast

You probably want to know just how much revenue we expect to collect for your practice – and how quickly we expect to collect it. That's why HCFS offers a free, no-obligation revenue projection and cash flow forecast to help you make an informed decision about partnering with us. We'll even give you a tour through one of our five billing centers so that you can see our operation firsthand and meet our friendly staff.

www.hcfin.com
800.443.3672, ext 2368

Services To Meet Your Every Need

I need to collect all revenue that my practice is legitimately owed. And I need it fast.

Medical Billing

Obtaining proper reimbursement in the field of emergency medicine requires specialized expertise. From enrolling your physicians to preparing patient statements, HCFS provides reliable, full-service management of your entire revenue cycle. Our vast experience in medical billing, coding and managed care generates the horsepower needed to keep days in A/R well below average.


In addition to getting your bills out the door quickly, we've put together dedicated claims denial teams that respond promptly when your claims are denied, underpaid or ignored. Our diligent follow-up and collections process keeps the insurance companies on their toes - and your profits flowing in. In fact, most of our clients experience a dramatic increase in their income as a result of our services. Our greatest priority is getting your cash "off the table" and into your bank account where it belongs.

I need my coding and documentation to be meticulous. There's no room for errors.

Coding and Documentation

Ever-changing regulations in the field of health care have made proper coding and documentation critical for today's providers. Poor documentation not only costs you dearly in lost revenue; it places your practice in danger of federal fines or even jail time. To complicate matters further, the multi-faceted nature of emergency medicine poses special challenges when it comes to reimbursement and compliance.

HCFS provides professional and facility coding for EDs, emergency physician groups and urgent care centers. Using rigorous methodology developed by Caral Edelberg, CPC, CCS-P, CHC and John Turner, M.D., Ph.D., all of our medical coding is performed with high accuracy by trained, experienced professionals. From random compliance audits to educational workshops, we are dedicated to bridging the ever-widening gap between compliance and revenue.



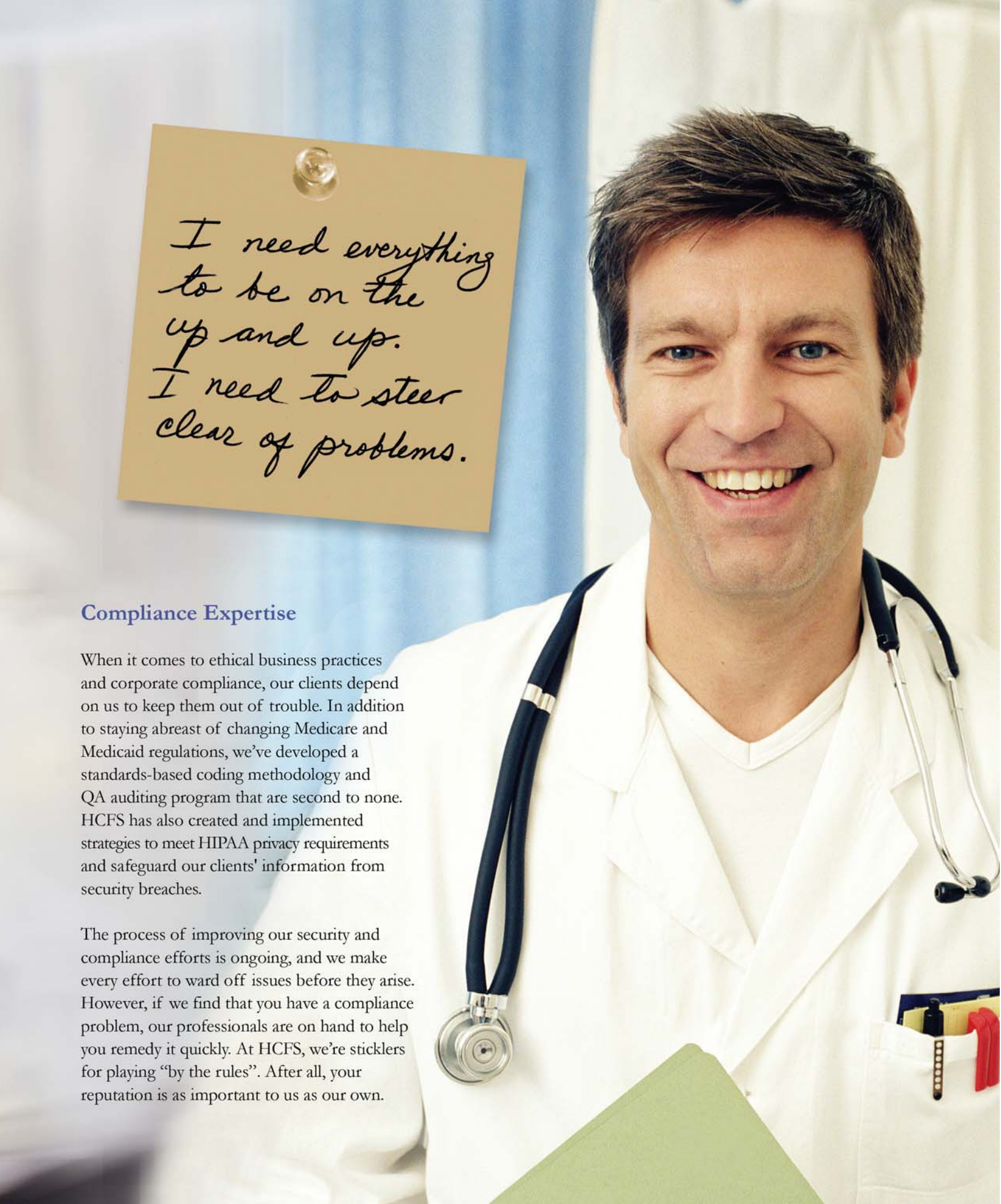
I need timely information on physician productivity so I can better manage my practice.

Business Intelligence and Reporting

Business intelligence: it's a familiar buzzword these days. It's also the key to managing your practice better than ever before. Through state-of-the-art reporting capabilities, HCFS leverages the power of technology to bring you a clear, meaningful snapshot of your physician productivity and fiscal health.

Whether you need information on acuity, charges, down-coding or individual physicians, we translate your vital data into tools for shaping the future of your business. Our reports not only provide insight to your financial status; they deliver valuable productivity data that allows your providers to measure performance and improve. What's more, your dedicated HCFS Account Manager will work with you to interpret your reports and develop a plan of action for putting the information to use.

Productivity reporting



I need everything to be on the up and up. I need to steer clear of problems.

Compliance Expertise

When it comes to ethical business practices and corporate compliance, our clients depend on us to keep them out of trouble. In addition to staying abreast of changing Medicare and Medicaid regulations, we've developed a standards-based coding methodology and QA auditing program that are second to none. HCFS has also created and implemented strategies to meet HIPAA privacy requirements and safeguard our clients' information from security breaches.

The process of improving our security and compliance efforts is ongoing, and we make every effort to ward off issues before they arise. However, if we find that you have a compliance problem, our professionals are on hand to help you remedy it quickly. At HCFS, we're sticklers for playing "by the rules". After all, your reputation is as important to us as our own.

Stewardship



HEALTH CARE FINANCIAL SERVICES
OF **TEAMHealth**

1801 NW 66th Avenue, Suite 200A, Ft. Lauderdale, FL 33313
p 800.443.3672 x 2368 - 954.377.2368
f 954.377.2670
www.hcfin.com

Dear Physician Executive,


You dedicate your time, effort and experience to providing exceptional care for your patients, and you're entitled to collect more revenue than you do. However, to speed reimbursement and optimize profits in today's challenging health care environment, you need the help of a strong, experienced partner.

Health Care Financial Services of TeamHealth is that partner. With vast expertise in revenue cycle management, coding and compliance, HCFS has become a national leader in helping emergency physician groups achieve financial success. We provide a wide range of comprehensive, results-oriented solutions designed to help you substantially improve profitability – and sustain it.

Let us take care of the day-to-day complexities of running your business, while you focus on providing the quality health care your patients deserve.

A healthier financial picture is on the horizon. To learn more about how HCFS can help your practice decrease administrative costs, reduce compliance risks and maximize revenue, please call me directly at 1-800-443-3672 x2368 or e-mail me at randy_dale@teamhealth.com.

Sincerely,



Randy L. Dale
Vice President
Health Care Financial Services of TeamHealth
www.hcfin.com

P.S. We know you strive to make informed decisions when it comes to your practice. To learn how much revenue we expect to collect for your business – and how quickly we expect to collect it – ask us for a free, no-obligation revenue projection and cash flow forecast.

*I need to be treated like an individual.
I hate being treated like a number.*



Dedicated Account Management

At HCFS, we believe in treating people the way we'd like to be treated. That's why we provide you with a dedicated Account Manager to handle all aspects of your account, from the moment you become our valued client. In addition to providing you with timely updates and answering any questions you may have, your Account Manager will continually identify opportunities for improving your operations and optimizing your revenue.

Our customer satisfaction program, "Clients for Life", ensures that we tailor our services to meet your practice's unique needs – and then exceed your every expectation. This is the way we've been doing business for 25 years. Through teamwork, personalized service and open communication, HCFS is committed to forging a long-term and mutually beneficial partnership with your practice.

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