



C O R Z O N

REVENUE CYCLE MANAGEMENT

Redefining Medical Billing

RCM SERVICES



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Corzon RCM Governance
Model, Quality Framework
and Security Management



Company Overview

Employee's



PROCESS



Expertise



Corzon RCM is a leading company that specializes in medical billing in the United States. We provide end-to-end medical billing solutions to healthcare providers and medical practices, helping them to optimize their revenue cycle management. Corzon RCM has extensive experience and expertise in navigating the complex coding and billing requirements of both countries. We also offer personalized solutions that take into account the unique needs of each practice, helping them to streamline their billing processes and maximize their revenue. In addition, Corzon RCM is committed to providing exceptional customer service, ensuring that its clients receive timely and accurate billing support at all times. Overall, Corzon RCM is a trusted partner for healthcare providers looking to improve their financial performance and efficiency.

Key Facts

- Onshore /Offshore KPO & BPO Services
- Core Team Serving US industry since 2022
- Robust & scalable infrastructure
- State-of-the-art technology and systems
- Network Infrastructure and Disaster Recovery.
- Work flow management Application
- Highly skilled and trained staff with good communication skills and in-depth knowledge of process
- Structured training, feedback and coaching
- HIPAA- compliant

Chennai:

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600039.



Our Service Offerings

Provider Services

- Credentialing
- Medical Coding (CPT, CPT II, ICD 10, HCC)
- Medical Billing & Demographics
- Collections and Follow up Insurance
- Payment Posting and Rejection Processing
- Denials Management Tracking

Specialized Provider Services

- MRA Validation
- Star Rating/HEDIS (Chart Abstraction)
- Oasis HHA Form Aggregation
- Prospective Review (Missed Opportunities)
- Indexing & Preloading (Document Categorization)
- Post payment Claim Review & Contestation

Payer Services

- Member Enrolment
- Pre-Adjudication –Medical, Hospital, Dental, Vision and Pharmacy
- Adjudication -Medical, Hospital, Dental, Vision and Pharmacy
- Claim Adjustment, Offset and Recovery
- Provider data Management

Allied IT Services

- Data Extraction & Transformation from different sources
- Business Intelligence applications
- SSRS reports & Dashboard
- Software Development
- SharePoint Site Administration
- Data Backup Administration





360° Provider Services of Corzon RCM RCM



WHAT WE DO?



MEDICAL CODING



CPC Certified Medical Coders



CPT , CPT II, HCPCS, ICD 10 , HCC



Code Compliance Review & Audit



REVENUE CYCLE MANAGEMENT



Medical Billing

- Patient Demographics
- Eligibility & Benefits Verification
- Charge Entry
- Claim Generation
- Payment Posting

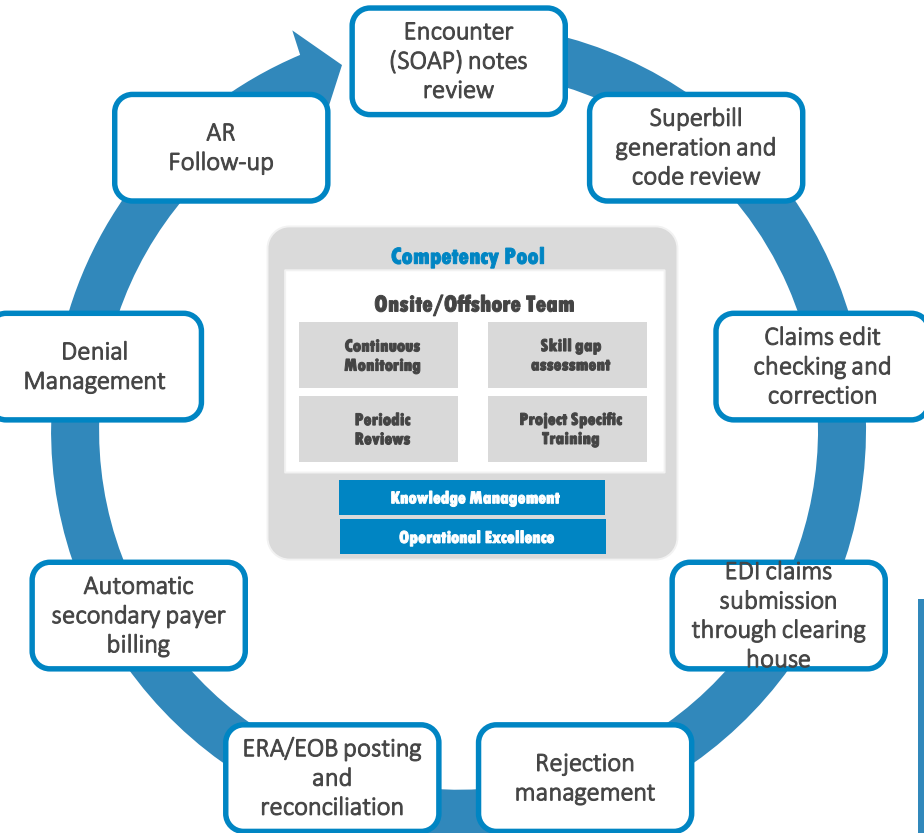


AR Analysis & Denial

- AR Follow-up
- Denial Management
- Patient Calling



How we do it



DESIGN

Innovation begins with people.

Just as every person is unique, so is every business and its challenges. We collaborate directly with our customers to design solutions tailored to solve their hardest problems and mitigate new ones.



BUILD

Evolves into problem solving.

Through human-centered research and industry-leading analytics, we develop advanced solutions to streamline the most complex, entrenched processes.



DELIVER

Enables exceptional results.

We don't just hand over a solution and wish a client good luck. We deliver comprehensive services for the full office, front to back, and operate them anywhere in the world.

- Above **95%** Collection Rate
- Claims Submission TAT**24 – 48 hours.**
- Error-free Patient Entry
- Over **99.9%** Coding Accuracy
- Real-time Audits
- Proactive Follow-up on Rejections
- Denial Management
- Methodical and Proactive AR Follow-up
- **100%** HIPAA Compliance
- Custom Reporting



Credentialing process

Overview:

A process of getting a Provider or Group contracted with insurance company, in order to bill and receive payment from insurance company for the services rendered by the provider. Each and every company has their own process of credentialing the provider with their network. By using our own Credentialing tool (ACS), we can track the complete credentialing work flow of all the providers easily.

Our credentialing team in Corzon RCM will check with the insurance company about the requirements to get the Provider or Group credentialed with their network. Our team will submit the information required by insurance company like Credentialing applications and Provider documents. Below listed are sub-process involved in Credentialing.



- **Provider Data Maintenance** – We maintain all the provider information from demographics to work history and documents in our system and keep it up to date.
- **Form Generation** – We fill the application requested by all the insurance companies including Medicare and Medicaid on behalf of provider and submit it to them.
- **CAQH (Council for Affordable Quality Healthcare)** – It's a portal used by the commercial insurance to access the Provider information for the credentialing purposes. We update and re-attest the provider CAQH every 120 days without fail.
- **Follow-up** – Our team will frequently touch base with the insurance company on the status of the submitted application until it gets approved.



Specialized Provider Services

Our team of Physicians have extensive exposure with the below mentioned processes / projects for one of the largest IPA/MSO in a state -



- **HEDIS** Abstraction / **Star Rating** and Benchmarking for Medicare, Medicaid, and commercial health plans
- **MRA** (Medicare risk adjustment)
 - Data Validation For RAPS (Risk Adjustment Processing System)
 - Chart Review for **Missed HCC codes / Opportunities**
- **HQPAF** (The Healthcare Quality Patient Assessment Form) & **POV** (Patient Office Visit)
- **PQRS** (Physician Quality Reporting System)
- **Meaningful Use I & II**
- **Claim Pre & Post payment analysis/ Claim Contestation / Claim Review**



Member Services



- Member Add / Update / Terminate
- Member Profile & ID Card setup
- Member Eligibility update
- Member Bio-metric Authentication
- USPS Address Verification
- PCP List

- Group setup
- Plan / Coverage update
- Benefits update
- Referral / Pre-Auth request

- EOB
- Deductible
- Billing Error fix
- Paymen Posting

- Eligibility Inquiry
- Coverage Inquiry
- Pre Auth Inquiry
- Claims Inquiry
- Payment Inquiry
- Benefits Clarification Inquiry

Provider Services



- Credentialing Application Processing
- Primary Source Verification
- Provider Follow-up
- Re-Credentialing
- Credentialing Compliance

- Provider Contract Loading
- Fee Schedule Maintenance
- Contract Testing

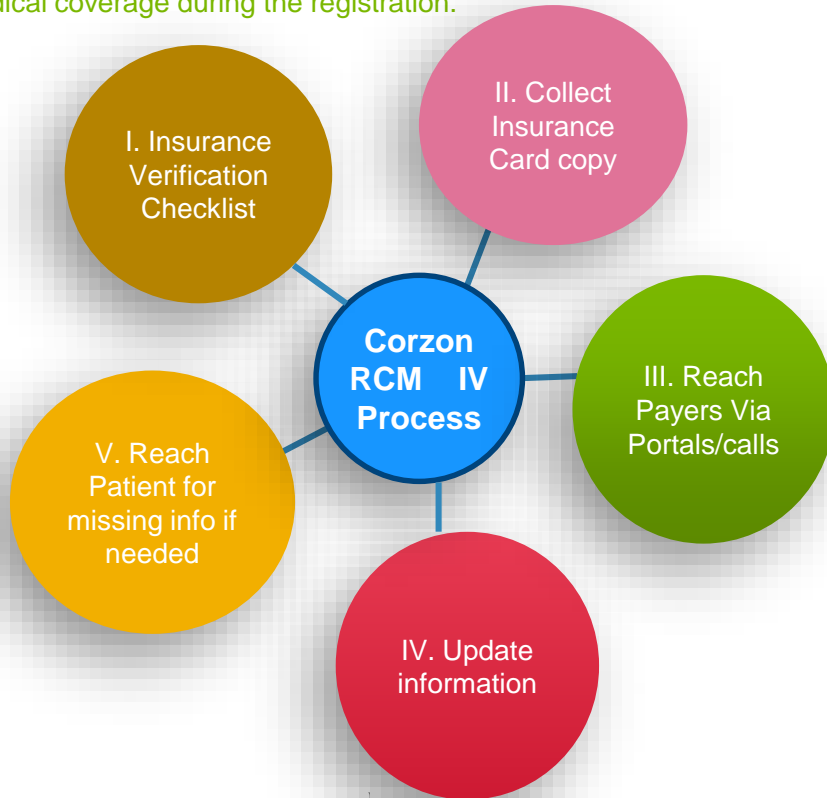
- Provider Add / Update / Terminate
- Provider Data Cleansing
- Provider Directory Maintenance
- USPS Address Verification
- Web-based Provider Search

- Eligibility Inquiry
- Coverage Inquiry
- Pre Auth Inquiry
- Claims Inquiry
- Payment Inquiry
- Benefits Clarification Inquiry



Insurance Eligibility Verification Process

We have solid insurance verification process in place which will reduce the denials and makes the medical billing practices more efficient. Our process will take care of the eligibility checks immediately after the appointments and will also identify the unknown medical coverage during the registration.



Our Focus

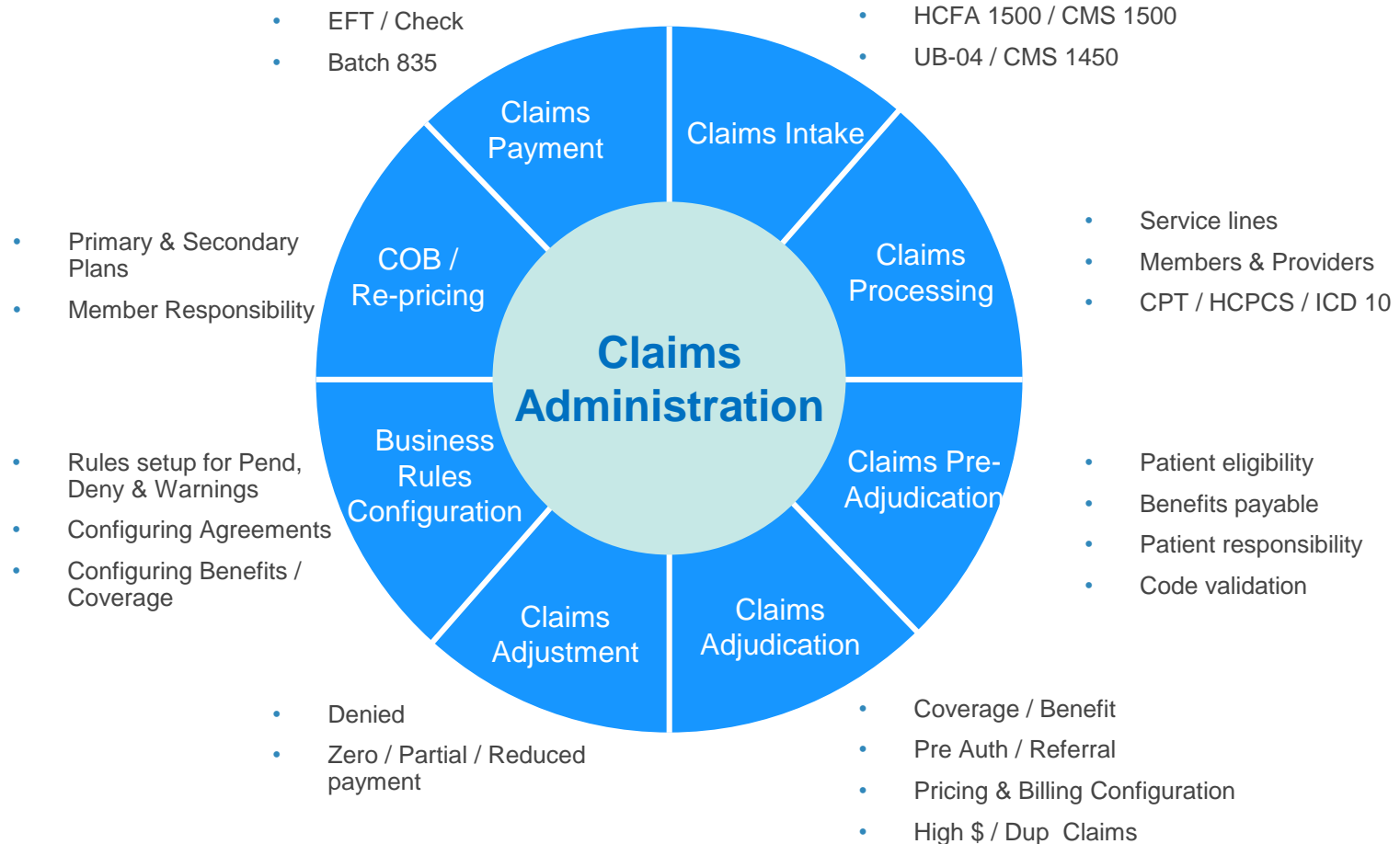
Digital Patient eligibility process

Bulk Eligibility verification process tool for better productivity

Mobile App to improve the fast communication



Claims Administration

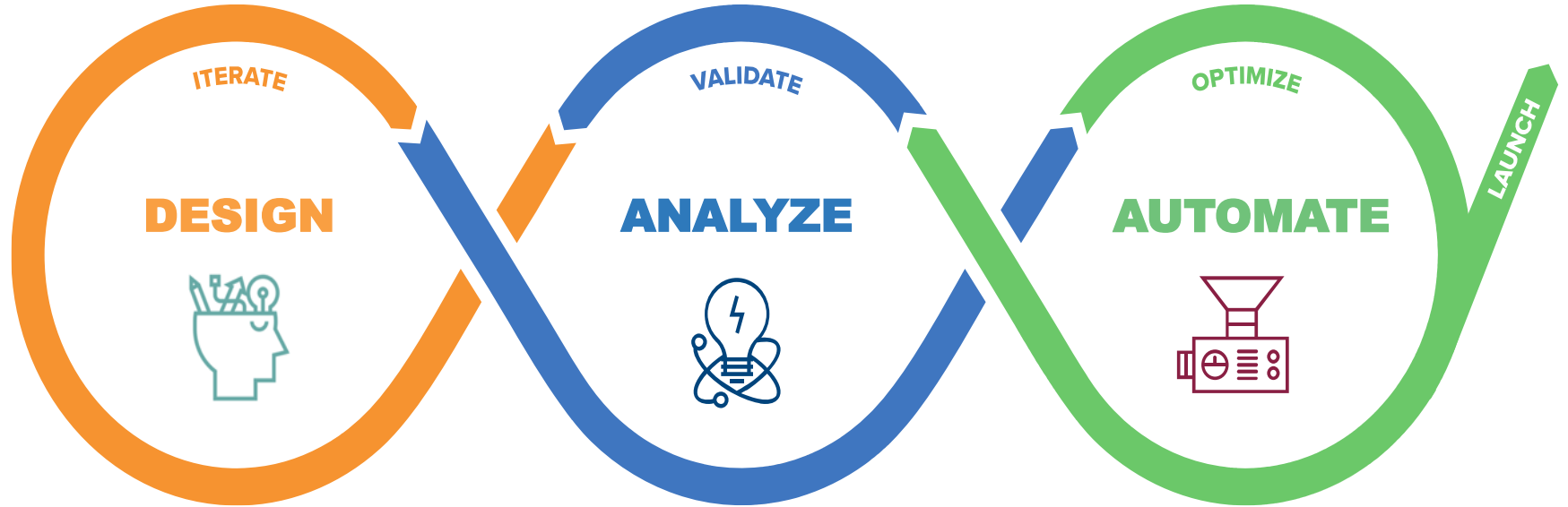




Business Transformation



A look into our Transformation Process



Corzon RCM Innovation and Value Creation Framework

Innovation Fund

- Setting up Joint Innovation Fund
- Mutual Benefit Sharing

Sign Off

- Submission to respective client counterpart - Template
- Formal sign off

- ## Reporting
- Monthly / Quarterly Reporting to client Business Stakeholders
 - Rewards and Recognition

Baseline

- As Is Process Characteristics Measurement
- Record Previous Trends
- Standard templates for Measurement

Interventions

- During Identification, Determination, base lining, Solution development, Benefit Calculation and Sign off
- Guidance and Support – Business Excellence team

Benefit Calculation

- Benefit Determination – Cost Reduction / Productivity Increase
- Benefit calculation



Corzon RCM Innovation and Value Creation Approach

Objective : *The primary objective of the Corzon RCM Innovation and value creation approach is to create an unparalleled customer experience through out the entire value chain of a claim lifecycle*



HOW WILL WE DO IT

IDENTIFY OPPORTUNITY

Opportunity could be within your scope of work or in an upstream or downstream process. Eg : Reduction in Processing Time

PROPOSE / APPLY CHANGE

Apply the identified changes or solutions to the process. Eg : Elimination of a few activities in the process

PROJECT BENEFITS

Project Benefits in terms of Reduction in Billing or Reduction in processing cost per unit for client.

BASELINE OPPORTUNITY

Measure the current vitals of the opportunity identified. Eg : 30 mins. to process the unit identified

MEASURE PERFORMANCE

Post the implementation, measure the performance of the process – Eg : 10 mins. against a baseline of 30 mins.



Corzon RCM RCM Informatics Business Solutions has developed an industry-leading transformation capability that includes automating those tasks that are routine, repetitive, and rules-base

Transformational Capabilities:



Digital and
Technology



Analytics
Capabilities



Consulting
Engagements



Lean / Six
Sigma



Industry
Experts



next

Impact On Healthcare's Back Office:

- ✓ Automation of data entry, coding, RCM, and other healthcare services
- ✓ Automates repetitive data entry processes done between disparate systems
- ✓ Extends the economic use of legacy healthcare systems
- ✓ Increased productivity, accuracy, speed, and 24x7 operations
- ✓ Full management information and audit trail

“Working together, people can achieve extraordinary things. Empower collaboration and innovation, everywhere.”



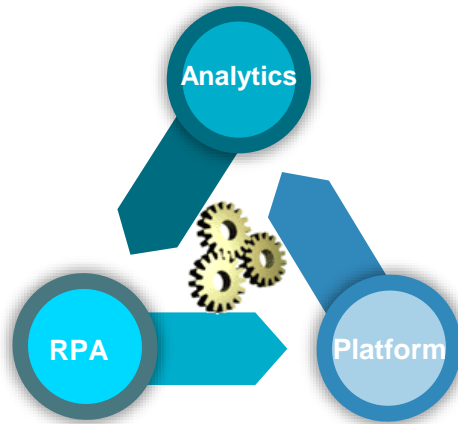


Our focus is on Design Thinking; User Experience; Customer journey mapping; Robotics & Automation

As our agents use the platforms, it produce a trail of data. All of the audit trail data from the platforms plus the inventory datasets that come through from the customer are flowed into our **BigData Hub** for our data scientists to explore and find out patterns. We then push the analytic insights back into the workflow platforms



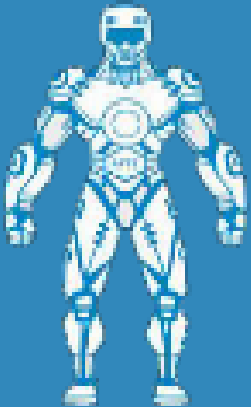
We have a invested in developing a suite of rich **workflow platforms** specific to Healthcare workflows in the Provider and Payer world. Our agents work on the inventory coming from customers in these platforms which provides rich tracking mechanisms and ease of work distribution



We have deployed **Robotics Automation** wherever we have repetitive work for our agents. Examples include indexing of incoming inventory, scraping information from websites, executing dual entries to keep systems in synch and variety of other such work that would otherwise require low level manual labor



WE ARE A DIGITAL TRANSFORMATION COMPANY

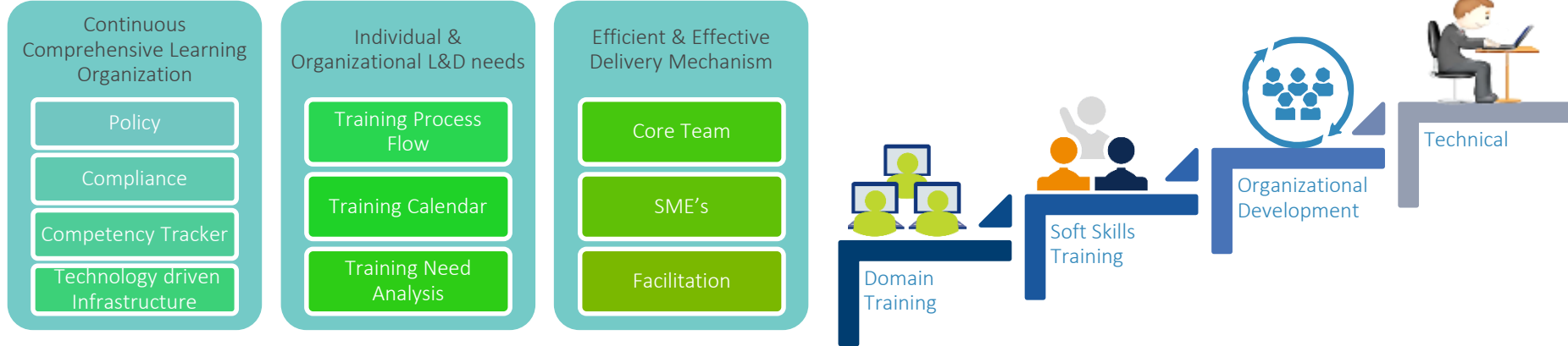




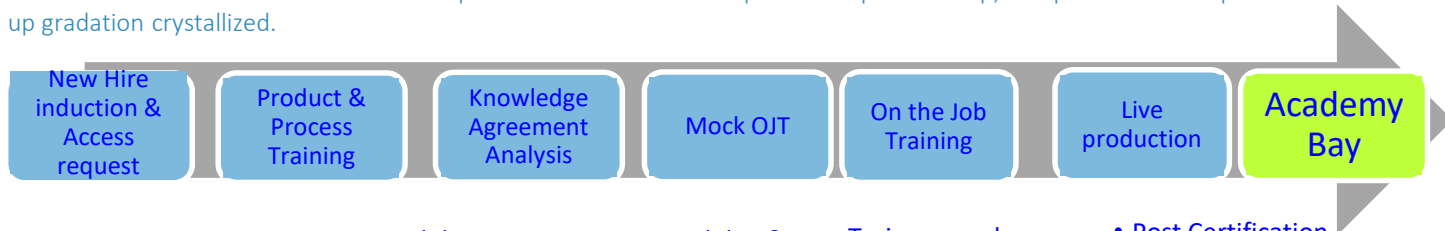
**Corzon RCM TRAINING METHODOLOGY,
GOVERNANCE MODEL, QUALITY FRAMEWORK
AND SECURITY MANAGEMENT**



Training Methodology



Linked with business vision and future business expansion to meet the anticipated manpower ramp, competence development and skill up gradation crystallized.

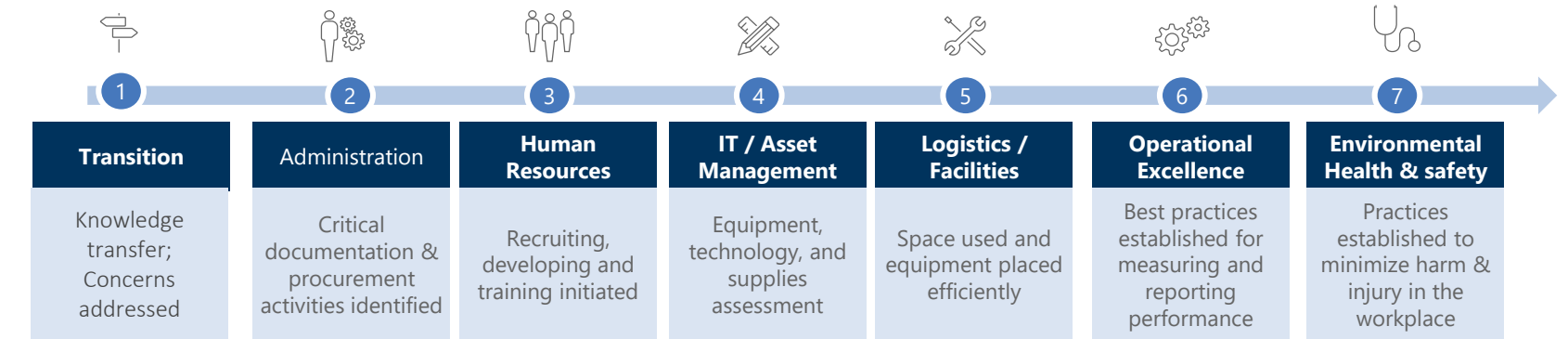


- Introduction to Health care processes
- Access creation for Client systems
- Module-wise process & Product training
- Feedback to trainees based on observation
- Repeatability & Reproducibility study
- > 85 % R&R for Successful completion
- Trainees apply new knowledge & skills in a Production environment
- >90% - for successful certification in 10 days
- Post Certification Trainees will be in Academy bay (Till Ramp end) for successful ramp to meet the required SLA

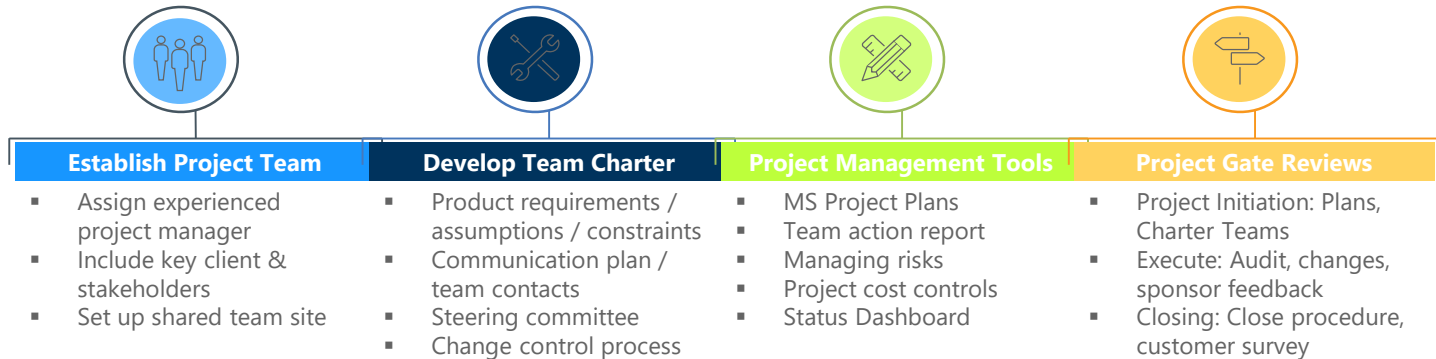


Governance Approach

Weekly Meetings, Status Calls, Quarterly Reviews



Project Management



Corzon RCM Quality Framework

Catch



- Random Sampling picked for Audits
- 5 to 6% of the volume sampled for Random Audit
- Process errors identified and reported Immediately

Correct



- Immediate Notification of error to the delivery team
- Hourly error broadcast
- Error Review, rebuttal process completion and Error correction
- Individual coaching and training based on error trends
- Daily , Weekly and Monthly error trend analysis

Contain



- Use of QA tools like RCA
- Reinforcement Programs like Refresher training , Skill enhancement etc.
- Performance Improvement Plan
- Weekly Calibration Sessions

Control



- Feedback and Coaching Log Monitoring to Ops
- Calibration Results, error trending , RCA reporting and recommendation to Ops.
- 5 days rolling update-Change Control
- Analysis on Trends to suggest improvement Opportunities to clients

Quality Excellence

- Meet and exceed set Quality Goals
- Set benchmark by improving process efficiency
- High CSAT scores



Physical and Information Security (Offshore / Onshore)

Physical Security



Firewall Security



Antivirus Security



Email Security



Storage and Backup Security

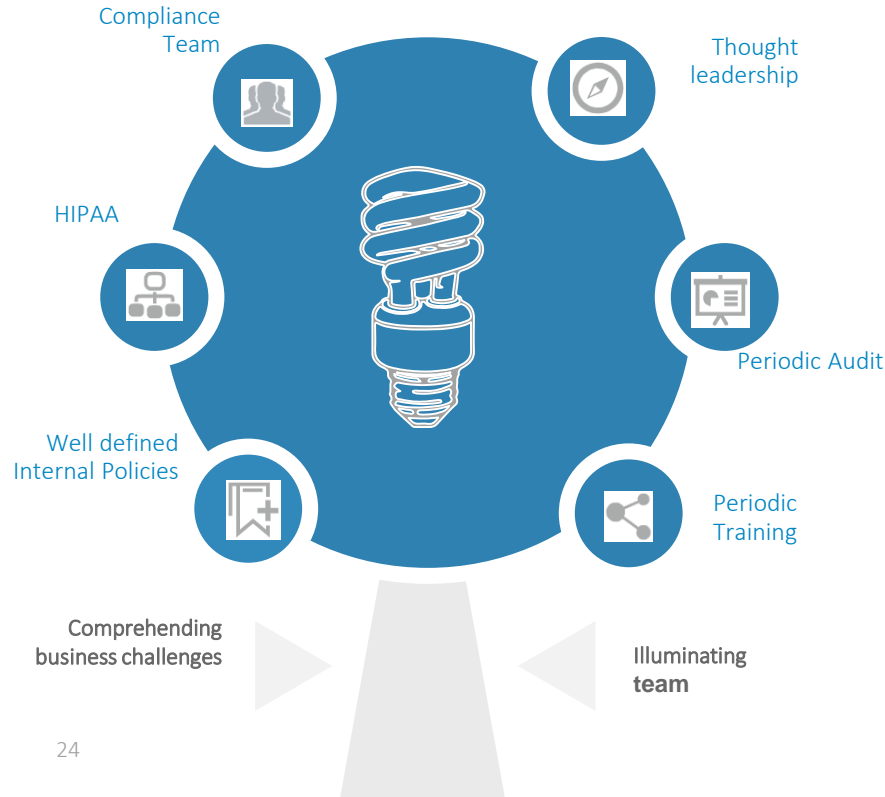


- Biometrics Access control for entering Secure Areas
- 24/7 Security cameras
- Alarm System
- Asset management Tool Controlled By (Manage Engine)
- Firewall - Cisco Network Security Appliances - Offshore
- Cisco Network Security Appliances - Onshore
- Firewall Security features (Anti-Virus, Spyware, Content filtering Etc.)
- Site to Site Secure VPN services (From India to USA)
- Secure Work From Home services (SSL VPN)
- Restricted Social and other unwanted websites in all the Laptop and Desktop PC's
- Kaspersky antivirus enterprise Security - Offshore
- Trend Micro antivirus enterprise Security -Onshore
- Act as Internet Proxy Server
- Restricted USB, DVD and Drive related websites
- Restricted web-based emails
- Cloud based Email Server Hostinger
- Two factor authentications
- Barracuda Encryption Security
- We are Using GCP(Google Cloud Platform) Storage
- Cloud based Backup Technology (Spin Backup) with one Year retention period
- We have Good BCP & 24/7 Technical Support.
- Secure SFTP (File Zilla)for file Transfer tool - Offshore



Compliance – Key Facts

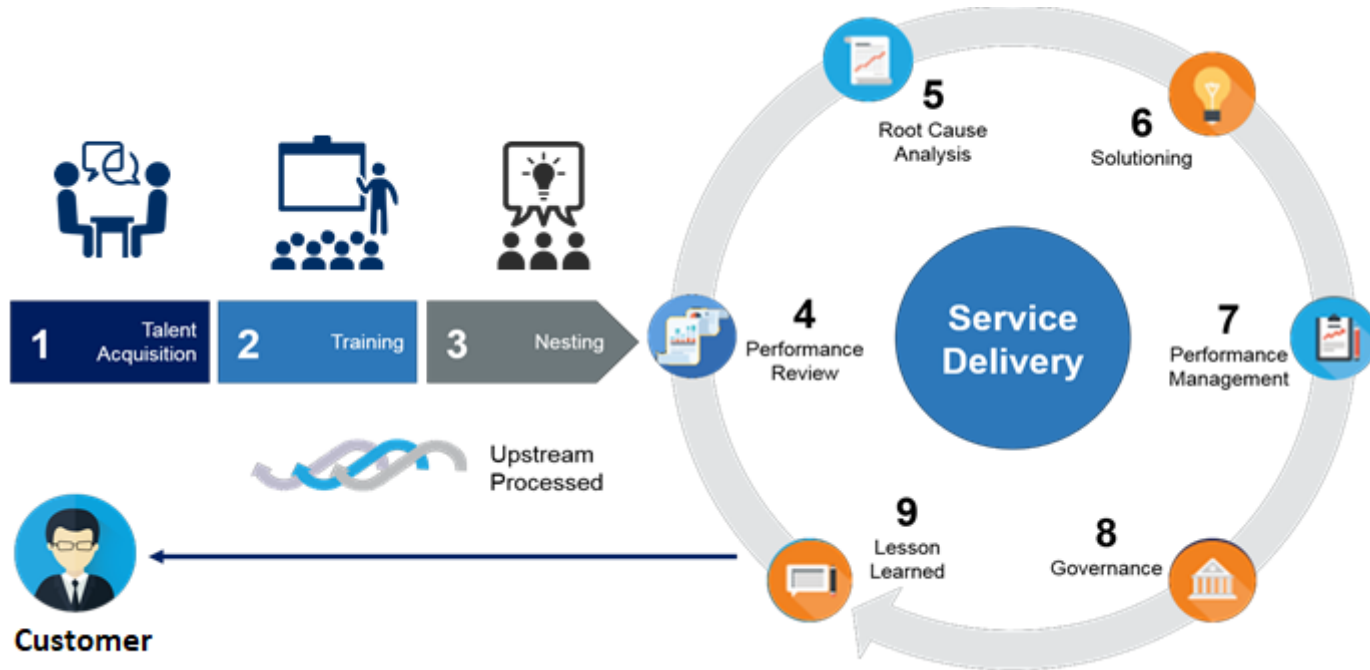
Corzon RCM has defined and established a process and system to avoid compliance risks while carrying out operations and encourage employees to proactively report compliance issues to the higher management.



- Well defined policies to cover compliance aspects
- Written procedures covering compliance aspects
- Proactive compliance reporting and issue escalation
- Action list for changes in rules and regulations by regulatory authorities
- Compliance evaluation framework
- Periodical training on compliance issues and update
- Periodic audit and review mechanism to address potential compliance risks
- Implementation of data privacy and security **with** standards **of** HIPAA.
- Incident reporting for data security violation
- Compliance awareness among the employees and reward on compliance reporting
- Compliance violation by employees leads to employee retraining and reassessment



Continuous Improvement Framework





Maximize Your Profits With Our Medical Billing Services.

THANK YOU