



arkansas chapter

HFMA ARKANSAS CHAPTER

CORPORATE SPONSORS

COMPANY DESCRIPTIONS

2020-2021

DIAMOND SPONSORS



AHA SERVICES, INC.

Tina Creel

501-224-7878

www.arkhospitals.org

As an AHA member, you don't need to call in outside consultants when searching for business solutions. AHASI, a subsidiary of the Arkansas Hospital Association, is your in-house consulting firm, trusted for years by hospitals of all sizes throughout the state. AHASI offers carefully vetted business services to AHA members at specially brokered rates. Need help problem solving on specific projects or in a particular department? One consultation with our team will connect you to companies with proven records of service specifically to hospitals. We are dedicated to your hospital's outcomes, and that's why we connect you with exactly the help you need to meet today's health care business challenges. Join your fellow member hospitals: Let AHASI connect you to top hospital business solutions.



BKD, LLP

Susan M. Miller, CPA, FHFMA, Partner

501.372.1040

www.bkd.com

BKD, LLP is a national CPA and advisory firm committed to offering unmatched client service and solutions that can help health care organizations improve their own financial health. BKD National Health Care Group's 275 professionals work with thousands of health care providers nationwide, including more than 1,000 hospitals. Our advisors include certified public accountants, reimbursement specialists, registered nurses, licensed nursing home administrators, information technology consultants, financial analysts, strategic planning specialists, litigation support professionals, coding and billing consultants and compliance specialists. BKD's Arkansas offices include approximately 20 professionals dedicated to working exclusively with hospitals and health care systems.



BANK OF AMERICA

Donnie Cook

501-378-1445

donnie.cook@baml.com

Bank of America is one of the world's leading financial institutions, serving individual consumers, small and middle-market businesses and large corporations with a full range of banking, investing, asset management and other financial and risk management products and services. The company provides unmatched convenience in the United States, serving approximately 67 million consumer and small business clients with approximately 4,400 retail financial centers, including more than 1,700 lending centers, more than 1,900 Merrill Edge investment centers and more than 1,300 business centers; approximately 16,100 ATMs; and award-winning digital banking with approximately 36 million active users, including 25 million mobile users. Bank of America is a global leader in wealth management, corporate and investment banking and trading across a broad range of asset classes, serving corporations, governments, institutions and individuals around the world. Bank of America offers industry-leading support to approximately 3 million small business owners through a suite of innovative, easy-to-use online products and services.

FRANKLIN
Collection Service Inc.



FRANKLIN COLLECTION SERVICE, INC.

Bill Nesmith

877-869-7776

www.franklinservice.com

When looking for a results orientated debt collection company with integrity and experience, Franklin Collection Service, Inc. is the right choice. Capable of handling large volumes of accounts and being dedicated to the highest standards of service and professionalism, our clients have looked to us for unmatched discretion, courtesy, convenience, and safety for more than 36 years.

- Privately Owned and Operating Nationwide
- Members of ACA International, HFMA and MGMA
- Better Business Bureau rating "A"
- Above average recoveries and professional staff.
- Fully Compliant (FDCPA, TCPA, FCRA, HIPAA, etc.)

We provide complete accounts receivable management solutions that will increase cash flow, while saving your staff the time and headache!

- Letters, Skip Tracing and Credit Reporting
- All phone calls are recorded and monitored – never outsourced.
- Customizable letters and reports
- Bankruptcy / Probate Claims
- Litigation (optional / no up-front fees)



MSCB, Inc.

Andrew Davis
(800) 905-8067

www.msconline.com

MSCB was one of the first, and is one of the last remaining, privately held collections agencies to work exclusively in healthcare. Nobody understands healthcare self-pay recovery better than MSCB. We know we are not just working with a debtor but also with a patient. MSCB believes you must balance recovery with care. Our Revenue Enhancement Program for self-pay collections can start at Day 1 or it can be installed between your in-house efforts and primary collections. MSCB's collection program will enhance your PR, increase your cash flow, and decrease your bad debt write-off. For over 40 years MSCB has worked to combine good people with state-of-the-art technology to offer unsurpassed service and recovery. Let MSCB share their great story with you and you can begin to share in their great results.



PatientMatters

Judy Griffith
(303) 916-9785

www.patientmatters.com

PatientMatters® transforms traditional patient registration and access systems with an approach that brings compassion and consumerism to the financial experience of care, helping hospitals and health systems offer highly-personalized financial solutions that improve satisfaction, cash flow, profitability, and outcomes. Based on decades of experience, the PatientMatters IntelliPass™ System brings together a comprehensive set of patient payment and advocacy solutions, along with intelligent workflow automation tools to ensure every patient is satisfied and providers are appropriately compensated. PatientMatters serves over 280 hospitals and health systems in over 22 states comprising of rural and urban markets across the country, providing cutting-edge technology, financial tools, process transformation services with staff training and support to help deliver a new level of consumer-friendly healthcare.



Professional Credit Management, Inc.

PROFESSIONAL CREDIT MANAGEMENT, INC.

Mark Rowland

(800) 999-3780

www.pro-credit.com

Professional Credit Management, Inc. (PCM) is a regional collection agency committed to providing financial services and solutions to healthcare institutions. Established in 1980, PCM specializes in consumer debt collection, early-out services, post-assignment account litigation, presumptive charity scoring, account segmentation, payment plan management, and special A/R projects.

Our commitment to service is evident through industry affiliations, on-going training, employee incentive programs, and telecommunication and collection technology. This commitment has allowed PCM to recover receivables at a rate notably higher than national averages. PCM provides clients with online access, records all telephone calls, and is poised and capable of handling services and projects of any size to resolve clients' A/R needs. All services are provided in a professional manner, protecting client relationships with their community and patients.

Everyone needs a Trusted Business Partner whose Performance is built on Expertise and whose Reputation is built on Results... Who's yours?



REVCLAIMS

Bill Munn

205-612-9812

www.revclaims.com

RevClaims' core business is Complex Claims – MVA/Third Party Liability (TPL), Workers' Comp and VA Claims billing and follow up. RevClaims was recently named in Becker's Hospital Review's Healthcare Revenue Cycle Companies to Know | 2020! Since 2005, RevClaims has handled more than 1.6 million accident and injury claims for community hospitals, health systems and trauma centers across the US. Our team of attorneys, paralegals and liability specialists work collaboratively to get claims billed and find maximum reimbursement from automobile, workers' comp carriers, the USVA and other third parties liable to the patient for client health systems throughout the country.

GOLD SPONSORS



COMPLETE CARE, INC.

Lynann Papan

800-879-2669

www.completecare.com

CompleteCare is a day-one patient-pay billing company that services hospitals and healthcare facilities around the nation. We pride ourselves on compassionately collecting more of your patient-pay dollars for less than your cost to collect. Our many payment options also provide your patients the ability to make manageable payments as conveniently as possible through IVR, PayPal, eStatements, SMS texts, patient services representatives, co-branded website, and more. CompleteCare can also process all your statement/letter printing and mailing services. We've been doing this for almost 50 years...and we are really good at it. Visit our website for more details: www.completecare.com.



CREWS & ASSOCIATES, INC.

Paul Phillips

501-978-6309

www.crewsfs.com

Crews is a regional broker dealer headquartered in Little Rock, specializing in the origination and distribution of fixed-income products including revenue bonds, capital leases and other types of credit facilities. Since our inception, our strength and our business focus has been directed toward the structuring and distribution of tax-exempt and taxable bonds for our governmental and non-profit clients. This knowledge and experience coupled with hard work, integrity and exceptional service allows us to be a reliable and unique funding source for our healthcare clients in the State of Arkansas and around the nation. Crews operates as a wholly-owned non-bank affiliate of First Security, an Arkansas-based financial services holding company with total assets in excess of \$6 billion.



EMERGENCY STAFFING SOLUTIONS

Jessica Williams

866-931-8882

www.essdoc.com

Emergency Staffing Solutions has been providing customized management and staffing for emergency departments and hospitalist programs since 2001. We work closely with our client hospitals, local primary care physicians, inpatient and ED physicians to maximize appropriate admissions that can be handled within a facility.

What We Offer

Our ability to provide partner facilities and physicians with immediate attention and prompt response is a direct reflection of our outstanding management team. We bring the talent, knowledge and resources of a larger organization to communities that often struggle to attract or retain doctors.

- Emergency Department Programs
- Hybrid Programs
- Physician and Staff Training
- Clinical Leadership and Support
- Patient Satisfaction and Volume-Building
- Hospitalist and Inpatient Programs
- Patient Billing Services
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- Reimbursement Maximization
- Analytics, Reporting, and Physician Feedback

J.P.Morgan

J.P.Morgan

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504-623-1495

www.jpmorgan.com

Drawing on decades of industry experience, J.P. Morgan powers healthcare businesses that deliver critical care to communities by designing solutions to build financial strength, resiliency, and growth.

- **Not-for-Profit Hospitals**

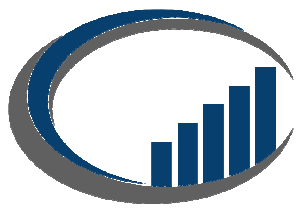
Providing financial solutions to 83 percent of healthcare systems whose revenues exceed \$4 billion, we understand the capital, expansion, and financial technology needs facing today's not-for-profit hospitals.

- **For Profit Healthcare Services**

You'll have the world's leading healthcare bank behind you, including cross-sector specialists who deliver actionable insights, specialized data and world-class events to help you grow.

- **Healthcare IT**

We design, deliver and customize agile and intuitive banking platforms that speed payments, improve cash flow and modernize back-office operations. In 2019, we increased our firmwide investment in technology to \$11.5 billion to deliver these enhanced digital capabilities



**MID-SOUTH
ADJUSTMENT**
COMPLIANCE PERFORMANCE RECOVERY

MID-SOUTH ADJUSTMENT CO., INC

Nathan Sullivan

870-541-4225

www.midsouthadjustment.com

Mid-South Adjustment is a full-service billing and collection agency located in Pine Bluff, Arkansas. Established in 1981 and continuing its service as a family owned agency, Mid-South has proven its ability to provide consistent results for its clients. We use industry leading telecommunication and collection technology to provide our clients with the best recoveries for their receivables. We believe in placing our clients first and making sure that, in all we do, we are looking out for their fiscal betterment. We are members of the Arkansas and American Collectors Association as well as the Better Business Bureau. There is a difference when it comes to billing and collection agencies, come see what your receivables are missing.



PROFESSIONAL CONSULTING SERVICES, INC.

Jeff Roper or Tracye Enis

501-771-4693 or 866-502-0505

www.proconsvc.com

Since 1992 Professional Consulting Services, Inc. has been providing medical billing and consulting services to healthcare provider in Arkansas and surrounding states. Our clients included hospitals, physicians, allied health providers, ambulatory surgery centers and healthcare attorneys.

PCS employees a staff of over 80 people representing hundreds of years of billing experience. Our staff includes certified professional coders, former hospital business office managers, and clinic managers. We provided billing, coding and compliance review in the areas of emergency medicine, anesthesia, hospitalists, chronic pain management and ambulatory surgery center to name a few. We provide on-site physician education for documentation of government and commercial payer guideline compliance as well as chart audits.



RMC OF AMERICA

RECEIVABLES MANAGEMENT CORPORATION OF AMERICA (RMC)

Bea Cheesman

877-448-2302

www.rmcofamerica.com

RMC specializes in debt recovery for healthcare institutions and hospitals. Founded in 1941, it now has over thirty employees and is one of the largest and most experienced debt collection companies based in Arkansas. RMC has been a member of the American Collectors Association, International (ACA) since 1959. With a dedicated staff, state-of-the-art technology, and its commitment to The Golden Rule philosophy at all levels of its operation, RMC consistently generates returns that are higher than the national average. Its customized care for clients, has resulted in long-term professional relationships, an outstanding reputation, and the steady growth of the company. The administrative leadership has numerous decades of experience and competency, making them the premier collection agency in Arkansas. A key to its success is that RMC is committed to excellence continuing education, active participation in state and national professional associations, and the support of programs designed to improve the communities of its corporate locations.



Terry J. Garrett & Associates

Terry J. Garrett

405-329-7644

www.tjgarrettlaw.com

TGA Solutions has consistently increased hospital revenue by successfully resolving both third-party liability and workers' compensation claims for more than a decade. TGA manages injury claims through collection while ensuring that all complex issues are resolved. TGA has historically increased revenue and shortened AR days for every hospital served. TGA continually delivers an average 65% increase in revenue from injury claims. TGA works hand-in-hand with a hospital's revenue cycle management. All services are oriented toward utilizing our patient-firstSM procedures and guidelines from treatment to resolution of the bill.



Welch, Couch & Company, PA
Certified Public Accountants

Welch, Couch & Company, PA.

Bill Couch, CPA, FHFMA

870-793-5231

www.welchcouch.com

Welch, Couch & Company, PA, formerly Hughes, Welch & Milligan, Ltd, is an Arkansas based full service certified public accounting firm offering comprehensive assurance, accounting, tax, and management advisory services to individuals, nonprofit, and governmental organizations in addition to a broad spectrum of other industries.

A large portion of the Firm's practice is centered in the healthcare industry. Welch, Couch & Company, PA, provides a wide range of personalized services to hospitals, long-term care facilities, rural health clinics, home health agencies and other healthcare organizations including but not limited to audits, cost report preparation, revenue cycle analysis, feasibility studies and many other health care reimbursement and advisory services. The Firm's commitment to the recruitment and retention of experienced staff with years of advance training and technical expertise in the healthcare industry has afforded it the opportunity to offer superior relationship-based service and quality to its healthcare clients.

SILVER SPONSORS

FIRST COLLECTION SERVICES

John Dunkum

501-455-1658

www.fcscollects.com

First Collection Services, established in Little Rock, Arkansas in 1969, is a full-service accounts receivable collection agency. We are a nationally licensed and bonded woman-owned certified (WBE) corporation. FCS is a leader in providing our medical clients cost effective, innovative collection services that produce maximum recoveries using industry knowledge, expertise and automated business systems. We specialize in First Party, Third Party Pre-Collect and Full-Service Collections.

IMPACT HEALTHCARE SOLUTIONS

Phillip Thomas

318-255-7591 Ext. 324

www.impact-healthcare.net

Impact Healthcare Solutions is a dynamic healthcare business services firm specializing in Revenue Cycle Management, Healthcare Administration, and Consulting. Led by a diverse team of hospital, practice management, and revenue cycle executives, our revenue cycle professionals provide business solutions to hospitals, medical practices, and other healthcare organizations across the United States. We combine high performance and data analysis with process integrity and data security to deliver greater efficiency, lower risk, and increased payments. Providing quality services is our business.

MEDLYTIX
Alan Aycock
205-542-6545
www.medlytix.com

Medlytix is a healthcare predictive analytics company that is helping over 1,400 hospitals, health systems, and physician groups nationwide to locate missed and misidentified insurance coverage within your revenue cycle process. Our industry-leading technology improves your patient's experience while reducing your self-pay, denial, charity & bad debt claims, converting them into billable encounters. Medlytix offers a no risk and all reward proposition, bringing only upside to your healthcare facility/healthcare institution. Simply put, we identify MORE insurance for you to bill as we rescue your CA\$H before it becomes a timely-filing denial.

MEDUIT
Bret Whatley
251.421.7000
www.meditrcm.com

Meduit is one of the nation's leading revenue cycle solutions companies with decades of experience in the RCM arena, serving more than 850 hospital and large physician practices in 46 states. Meduit combines a state-of-the-art accounts receivable management model with advanced technologies and an experienced people-focused team that takes a compassionate and supportive approach to working with patients. Meduit significantly improves financial, operational and clinical performance, ensuring that healthcare organizations can dedicate their resources to providing more quality healthcare services to more patients. For more information, please visit www.meditrcm.com.

TRUBRIDGE
Marg Louwagie
(800) 201-3324
www.trubridge.com

TruBridge is in the business of helping hospitals of all sizes get paid faster and get paid more through a combination of people, products and process optimization. Our arsenal of RCM offerings ranges from revenue cycle consulting, to an HFMA Peer Reviewed® product to complete business office outsourcing. TruBridge has been helping hospitals, physician clinics, and skilled nursing organizations become more efficient at serving their communities for years. Today, our trained experts stand ready to do the same for your organization, enabling you to overcome the unique revenue cycle challenges you face every day.

TSI
Brian Floyd
800-521-1798
www.tsico.com

Transworld Systems Inc. (TSI) is the leading provider of outsourced accounts receivable management, healthcare revenue cycle management, and loan servicing solutions. TSI uses proprietary predictive analytics and market-leading digital communication channels to collect on consumer and business debt to help clients accelerate cash flow and improve operational efficiency. TSI's clients include Fortune 100 corporations, hospitals, financial institutions, government organizations, and small businesses.

BRONZE SPONSORS

ACCESSIONE

Louise Moore

770.895.5331

www.accessonemedcard.com

AccessOne is a leading provider of flexible, co-branded patient financing solutions. We were recently ranked #1 in Patient Financing by KLAS Research. We offer the most comprehensive platform in the industry with funding models that help more providers and programs that reach more patients. All patients qualify for our program.

ARKANSAS BLUE CROSS/BLUE SHIELD

Patrick O'Sullivan

501-378-2221

www.arkansasbluecross.com

Founded in 1948, Arkansas Blue Cross and Blue Shield, an Independent Licensee of the Blue Cross and Blue Shield Association, is the largest health insurer in Arkansas, employing more than 3,000 people. A private, not-for-profit, mutual health insurance company, our vision is a healthcare system that provides affordable and safe care for all citizens. Our mission is to provide individuals, families and organizations access to high-value health and wellness services through innovative financing and delivery models.

D-MED CORPORATION

Dudley Medlock, CPAM

800-695-2404, x 210

www.d-medcorp.com

D-MED Corporation has been providing Revenue Cycle Consulting and Management services since 1987. We can perform revenue cycle reviews to help ensure your facility is maximizing reimbursement in an efficient and effective manner. We can then come back and implement all client approved recommendations and do a complete re-organization with the appropriate reporting and accountability processes.

D-MED Corporation also can place temporary Interim staff on site when you lose a Director of PFS, billers/collectors, Patient Access, as well as CFO's. We can back fill positions while going through a conversion, utilize a "swat team" for special projects or back-logs, etc. We would appreciate the opportunity to work with you.

ECONOMIC RECOVERY CONSULTANTS, INC.

Gina Rains

501-268-8600

www.economicrecovery.net

Economic Recovery Consultants, Inc. has built an outstanding account receivables management organization. Longevity of our employees' tenure speaks volumes of our dedicated staff. We strive for excellence with exemplary client service and outstanding customer service. Our goal is to maintain the respect and dignity of our client's consumers, providing a positive experience for them while recovering our client's accounts as quickly as possible. ERCI seeks to produce collection results which will far exceed your expectations.

TOYON ASSOCIATES, INC.

Eric Smith

214-563-3742

www.toyonassociates.com

For more than 30 years, Toyon Associates, Inc. has secured maximum allowable third party reimbursement for hospitals and health systems. One of the most experienced healthcare financial consulting firms in the nation, Toyon Associates offers a comprehensive range of services. From Medicare/Medicaid cost report preparation and appeals to reimbursement department outsourcing, our experts ensure that you receive optimum reimbursement while maintaining compliance.

ORGANIZATIONAL INTELLIGENCE

Allan White

800.750.0201

www.oihealth.com

Organizational Intelligence (OI) is a Healthcare analytics platform that provides a single source database to improve profit margins and revenues in the hospital, clinics and physician practices. The OI platform is a modular architecture that allow organizations to acquire the functionality that meets current needs, budget and implementation preferences. Oi Cost Accounting provides advanced unit cost calculations and performs critical functions for developing cost insight at the departmental activity level.