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arkansas chapter

HFMA ARKANSAS CHAPTER

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COMPANY DESCRIPTIONS

2021-2022

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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

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Derek Pierce, CPA, FHFMA, Partner

501.372.1040

www.bkd.com

You had big plans for your healthcare organization before the unexpected emergence of the COVID-19 pandemic, which exposed systemwide vulnerabilities. Now, healthcare leaders must shift their focus to navigating new norms, reassessing strategy approaches, and preparing for the next pandemic as the industry faces continual change. Our commitment to Unmatched Client Service® is rooted in our PRIDE values, which guide the actions of our partners and professionals as they deliver solutions for success to our clients' business and financial needs. In addition to tax and audit services, BKD's healthcare consulting practice encompasses one of the industry's largest and longest-tenured teams of regulatory compliance and reimbursement services and performance improvement services advisors. Our dedicated healthcare pros can leverage their expertise to help you apply the financial, operational, and clinical lessons learned so you can be better prepared to survive and thrive when the next inevitable disruption occurs.



BANK OF AMERICA

John Dominick

501-378-1671

www.bankofamerica.com

Whatever you need to thrive and grow, Bank of America Healthcare Banking™ is by your side with the resources, solutions and vision to see you through. Drawing on more than 30 years of experience serving hospitals, healthcare facilities and institutions, we deliver smart solutions that make it easier to do business, and the expertise to help you take on what's next.



FIRSTSOURCE

Erika Rohrer

502-262-2534

www.firstsource.com/healthcare

Firstsource Healthcare Providers is a division of Firstsource Solutions Limited, a global leader in digital-first Business Process Management (BPM) solutions. Firstsource Healthcare Providers brings together two industry-leading brands – MedAssist and PatientMatters – helping hospitals and health systems unlock their revenue cycle potential while elevating the patient financial experience. Our Digital First, Digital Now approach coupled with the human touch heightens engagement across the patient journey, rapidly maximizing reimbursement, increasing cash flow, and reducing bad debt. We currently help over a thousand hospitals, health systems, and physician group practices across the US personalize patient engagement and drive revenue excellence. Visit <https://www.firstsource.com/healthcare/healthcare-providers> for more information.

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)



REVCLAIMS/MEDDATA

Bill Munn
205-612-9812

www.meddata.com

RevClaims offers a suite of complex claims revenue cycle management services to healthcare providers, including the billing and recovery of Third-Party Liability, Workers' Compensation, and Veteran's Administration claims. RevClaims was founded in 2005 and is based in Jackson, MS. RevClaims was acquired in early 2021 by MedData. MedData partners with hospitals and health systems across the nation to provide a wide range of technology-enabled patient-focused solutions, including Medicaid Eligibility & Enrollment, Patient Responsibility/Self-Pay, Complex Claims and Accounts Receivable Services



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.



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?

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Aaron Lott

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AuthorityRx (ARx) is here to help. We are here to provide you all the services you need today. From no cost annual auditing, pharmacy opportunity and assessment, reporting of claims to manufacturers, advanced claims capture and more. The time for a comprehensive pharmacy strategy is now. What we provide:

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- **Affordable ongoing Pharmacy Consulting and Education for Clients**
- **Advanced Capture Service – Move beyond referrals compliantly add 20% or more back to your program**

cloudmed™

CLOUDMED

Amanda Elmore

469-609-4730

www.cloudmed.com

Cloudmed is a healthcare technology company focused on Revenue Intelligence™ and data-driven insights. Our market-leading platform utilizes intelligent automation and human expertise to help providers enhance productivity and increase revenue. Cloudmed partners with over 3,100 healthcare providers in the United States and recovers over \$1.5 billion of underpaid or unidentified revenue for its clients annually. Cloudmed was awarded 2021 Best In KLAS: Revenue Integrity/Underpayment Services and Robotic Process Automation (Databound). Its solution suites have HFMA Peer Review status and are HITRUST certified. For more information, visit www.cloudmed.com.



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, Arkansas. Our team includes knowledgeable and experienced professionals that specialize in the origination and distribution of revenue bonds, capital leases and other types of credit facilities. For over 40 years, we have served the financial needs of our clients through the structuring and distribution of tax-exempt and taxable bonds for new projects, refinancings, restructurings and more. 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' parent company, First Security Bancorp, is a bank holding company based in Searcy, Arkansas, with \$1.4+ billion in total capital and \$7+ billion in assets.



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
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- Clinical Leadership and Support
- Patient Satisfaction and Volume-Building
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complex claims revenue solutions

ENABLECOMP

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615-850-1890

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From registration to reimbursement, healthcare organizations are leaving money on the table when managing complex claims. EnableComp can change that. Our services allow you to focus on improving the care your patients need while we collect the reimbursement you deserve. Our team focuses solely on claims classified as Workers' Compensation, Motor Vehicle Accident/Third Party Liability, Veterans Administration, and Denials Prevention & Resolution for all payer classes. This hyper-focused approach, coupled with our in-depth complex claims expertise, results in significant cash uplift, reduction in A/R and the recovery of revenue from underpayments and/or zero-balance accounts.



HEALTHCARE RESOURCE GROUP

Anna Dioguardi

817-709-8811

www.hrgpros.com

Healthcare Resource Group's revenue cycle expertise is built on years of experience working with hospitals and clinics of all sizes, assisting with a large array of challenges and providing perfect fit solutions. Established in 1994, HRG is now the largest employee-owned revenue cycle management company in the nation. We have found that employees who own a stake in the company's success provide better results for our clients.

HRG's expertly crafted revenue cycle management services provide customized solutions. Our client-centric service suite provides the tools needed to optimize any part of your PFS or HIM department and increases your organizations efficiency and profitability.

Our proprietary Helix AI™ technology allows our experts to be the most efficient team in the industry. For more information, please visit hrgpros.com.



HORNE LLP

Kathy Brown

601-326-1356

www.hornellp.com

HORNE is a professional services firm built on a cornerstone of public accounting.

In 2021 HORNE was named a top 40 national firm, and the #2 fastest growing, with more than 1900 team members and 20+ locations and project sites nationwide – including our office in Conway, Arkansas.

We were founded in 1962 as a healthcare firm and have been a leader in the industry ever since. We serve over 700 hospitals, long term care facilities, physicians and dental practices nationwide with assurance, reimbursement, tax, valuation, cybersecurity, HIPAA compliance, operational consulting and COVID recovery services.

Our Arkansas healthcare team is devoted to serving the needs of our valued clients across the state. HORNE is proud to be a sponsor of AR-HFMA.



IMPACT HEALTHCARE SOLUTIONS

Phillip Thomas

318-243-4916

www.impact-healthcare.net

Impact Healthcare Solutions is a leading national healthcare consulting and managed services firm. We are solely focused on helping you make your healthcare business an industry leader. We utilize our extensive experience with rural hospitals, community hospitals, healthcare systems, and physician practices, combined with our high-performance infrastructure to create unmatched results for you in areas including revenue cycle management, provider enrollment, performance assessment, and much more.

J.P. Morgan

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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.

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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 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.



REVENUE INTEGRITY MANAGEMENT RESOURCES

Vonda Russell Walters

870-460-5208

www.rimresources.org

RIMR is a leading provider of revenue integrity resources with proven financial improvement outcomes.

Our consultants are results-driven healthcare professionals with over 28 years of experience and expertise in all aspects of the revenue cycle, including chargemaster, outpatient coding, coding auditing, revenue integrity management, identifying improvement opportunities in cash collections, compliance, policy writing, chart auditing, managed care contracting, and process improvement for hospitals, physician clinics, Long Term Care facilities, Critical Access Hospitals, and Rural Healthcare Clinics.



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.



TGA SOLUTIONS

Terry J. Garrett

405-329-7644

www.tgasolutionsok.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.



WARBIRD HEALTHCARE CONSULTING PARTNERS

John Behn

603-801-2027

www.warbirdconsulting.com

Founded in 2012, Warbird's Healthcare practice exists to help hospitals, physician practices, and health systems requiring results-driven solutions to unique challenges. Warbird Consulting Partners is the unrivaled, experienced financial and operational consulting firm that delivers guaranteed ROI because only Warbird has proven practitioner-consultants who use first-hand knowledge and a laser-focused approach to rapidly assess situations, advise the best path forward and implement transformational outcomes.

Warbird's expertise includes accounting and finance; IT; municipal advisors; partnerships, mergers, and acquisitions; and revenue cycle solutions. Our extensive experience allows us to specialize in revenue cycle services that include operational assessments, chargemaster reviews, strategic pricing guidance, training and education, performance and process improvement, outsourced coding support, coding audits, and analysis to meet your healthcare organization's most significant and urgent needs.

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.

MEDUIT

Terry Kerr

210-454-0008

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 hospitals and large physician practices in 47 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.

ORGANIZATIONAL INTELLIGENCE

Allan White

800.750.0201

www.ohealth.com

Organizational Intelligence is a leader in next generation Decision Support Systems for healthcare organizations, providing the tools to achieve continuous improvement and enhanced performance. Organizational Intelligence's (OI) suite of innovative and feature rich products provides management teams with comprehensive financial and operational reporting, planning, analysis and data visualization within an entirely browser-based model. Healthcare management teams use OI to improve financial and operational performance, facilitate accountability, increase data integrity, improve timeliness of information, and to reduce time spent on non-value-added activities related to reporting, analysis and budgeting by aggregating financial and clinical data from disparate IT systems.

TRUBRIDGE

Marg Louwagie

877-543-3635

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, end-to-end revenue cycle products, to complete business office outsourcing. With our HFMA Peer Reviewed® products and services, we have 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 largest technology-enabled provider of the complete-suite of outsourcing solutions. Our experience expands across accounts receivable management, customer relationship management, business process outsourcing, debt collections and loan servicing solutions. TSI differentiates itself with its premier analytics, digital capabilities, proprietary collection algorithms, global scale, and unmatched attention to regulatory compliance. TSI's clients include Fortune 100 corporations, hospitals, financial institutions, governmental organizations, and small businesses.

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Louise Moore

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www.accessonemedcard.com

AccessOne, the leading AI-powered patient financing solution, helps over one million patients nationwide afford to pay for out-of-pocket medical costs. With flexible payment terms, no credit reporting, and no one turned away, AccessOne partners with health systems to offer co-branded patient financing that helps providers reach more patients in their communities who need care, while meaningfully lowering the financial barriers to receiving high-quality healthcare. Learn more at www.accessonemedcard.com or connect with us on LinkedIn.

ARKANSAS BLUE CROSS/BLUE SHIELD

Rebecca Pittillo

501-378-5628

www.arkansasbluecross.com

Founded in 1948, Arkansas Blue Cross and Blue Shield has been helping improve the health, financial security and peace of mind of the people of Arkansas since its inception. As the oldest and largest health insurer in the state, Arkansas Blue Cross and its affiliate companies are leaders in health insurance innovation at the state and national levels.

We provide a full spectrum of health insurance solutions ranging from fully insured plans for individuals and families to Medicare supplement and Medicare Advantage plans for eligible individuals as well as fully insured health plans for any size group to third-party administration for large, self-funded employer groups.

ECONOMIC RECOVERY CONSULTANTS, INC.

Gina Rains

501-268-8600

www.economicrecovery.net

ERCI is a licensed professional accounts receivable management agency, ACA International member, & BBB Accredited (A+ rating). ERCI has delivered exceptional collection service for almost thirty years. We offer: Certified Professional Collection Specialists, outstanding legal team, top-rated collections software & skip tracing tools, lien filings, bankruptcy collections, & credit reporting. We focus on swift recoveries with top notch collection techniques, offering competitive rates with no up-front fees. Visit us online at www.economicrecovery.net or call 501-268-8600.

REVECORE

Tracey Campbell

919-302-8260

www.revecore.com

Revecore is a leading provider of revenue integrity solutions for underpayments and denial prevention and complex claims reimbursement solutions for motor vehicle accident, workers' compensation and Veterans Affairs claims. Serving 1200 hospitals across the country, we bring over two decades of unrivaled technology and insight into the most challenging areas of revenue cycle to ensure hospitals are appropriately reimbursed. In addition to being ranked Best in KLAS for Complex Claims, Revecore also holds the distinguished HFMA Peer Review Status for underpayment recovery and complex claims solutions.

THE SSI GROUP, LLC

Rich Ely

314-369-8331

www.thessigroup.com

Our solutions help organizations simplify workflows, create informed risk analyses, and optimize financial performance with the highest level of security. Through continuous innovation, we build industry leading claims management, revenue cycle, and analytics solutions for health systems, and a payer solution that offers health plans personalized standardization and support. Whatever your objective, we'll see you through to the finish line.

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.