



arkansas chapter

HFMA ARKANSAS CHAPTER

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2022-2023

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Tina Creel

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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.

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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.



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Bill Munn

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A trusted partner for more than 40 years, Elevate Patient Financial SolutionsSM delivers superior RCM solutions to hospitals, health systems, and health providers nationwide. Formerly known as MedData and RevClaims, ElevatePFSSM provides best-in-class services and innovative, specialized technology to address the most complex challenges of the revenue cycle. Our teams possess unmatched industry experience, service-specific expertise and a commitment to continuous improvement, excellence, and results for our clients. Our services include Eligibility & Disability, Self-Pay, Third Party Liability, Workers' Compensation, Veterans Administration, COB Denials, Out-of-State Eligibility, and A/R Services, including A/R billing and insurance follow up, legacy conversions and project-specific aged A/R work down. With in-depth, state-specific knowledge and a coast-to-coast presence, we offer exceptional performance and an outstanding client experience.



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.

FORVIS

FORVIS

Derek Pierce, CPA, FHFMA, Partner
501.372.1040

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FORVIS, LLP ranks among the nation's top 10 professional services firms. Created by the merger of equals of BKD, LLP and Dixon Hughes Goodman, LLP (DHG), FORVIS is driven by the commitment to use our forward vision to deliver unmatched client experiences.

FORVIS is built upon the strong legacies of BKD and DHG, which are reflected in a name that represents our unique focus on preparing our clients for what is next. With more than 5,400 dedicated professionals who serve clients in all 50 states, as well as across the globe, FORVIS will offer comprehensive assurance, tax, advisory, and wealth management services.



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FRANKLIN SERVICE, INC.

Bill Nesmith

877-869-7776

www.franklinservice.com

Franklin Service Inc. (FSI) has been improving revenue streams for healthcare providers across the Southeast for over 40 years. As a trusted partner of Large Healthcare systems to small Rural Hospitals, FSI consistently provides professional services with outstanding results. By utilizing the latest technology with experienced healthcare staffing, FSI clients enjoy critical revenue flow that may be the difference in their success. With in house compliance and legal departments our clients enjoy a peace of mind that their inventory is being handled within current state and federal regulations. FSI is licensed in all 50 states. FranklinService Inc.(formally Franklin Collection Service Inc.) has a long history of supporting HFMA and has years of sponsoring state and regional meetings.



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.



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.

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Nicole Cook
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- Acceleration Suite - Fast-track cash with proprietary technology backed by unmatched experience in aged, complex, and clinically challenged claims and denials.
- Optimization Suite - Capture missed or underpaid revenue for the care you provided, across the entire revenue cycle, with our comprehensive payment review that catches what others miss.
- Government Navigation Suite - Optimize government reimbursement accuracy, maximize pharmacy savings, and ensure compliance with our elite team of industry specialists.
- Automation Suite - Simplify complex, labor-intensive workflows with automations configured, managed and optimized by our revenue cycle experts.



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 \$1.5+ billion in total capital and \$8+ billion in assets.



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ENABLECOMP

Rob Powers
937-267-6060

www.enablecomp.com

EnableComp partners with over 1000 healthcare providers to manage Veterans Administration, Workers' Compensation, Motor Vehicle Accident/TPL, Out-of-State Medicaid and Long Term Denials/ERISA appeals. Related services cover day 1 outsourcing, A/R management, and zero balance recovery. They also offer solutions for commercial and government denials for all payers. Clients are positioned to ensure maximum and timely reimbursement of their complex claims while improving overall yield, cash acceleration, and decreasing the cost to collect.



ENGAGEMED, INC

Anna Johnson
501-224-1690

www.engagemed.com

EngageMED was formed in January 1995 as a collaborative effort between Little Rock Family Practice Clinic and St. Vincent Infirmary. Our goal at that time was to operate a physician billing company that delivered an efficient platform for medical groups and private medical practices to outsource their revenue cycle management, which provided a pathway for independent physicians to maintain their practice autonomy.

As the landscape of delivering healthcare constantly evolves, we have made it our mission over the last 25 years to continually adapt to meet the needs of our clients. Initially known as Arkansas Physician Management, Inc., we rebranded as EngageMED in 2018 to embody the comprehensive practice management services we provide.

Our team members focus on achieving Excellence for each client – approaching each day through the lenses of our core values: Integrity, Respect, Innovation, Service. We are proud to serve our clients as the most innovative, full-service management services organization. EngageMED ... innovatively engaging with healthcare professionals to achieve success!



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HORNE

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Founded on a cornerstone of public accounting, HORNE has transformed into a professional services firm to solve their clients' biggest issues. HORNE's 2,300+ employees have skills and experiences in healthcare analytics, valuation, business growth, information technology, cybersecurity, economic recovery, people development and project management, as well as public accounting. HORNE leverages those skills and experiences to help solve their client's biggest challenges and help them grow their business. They still do audits and tax returns, but now, HORNE does a whole lot more.

For additional information on how HORNE can help you achieve your goals, visit the HORNE website or contact HORNE Healthcare Senior Manager Laura Gillenwater at 601.326.1378 or laura.gillenwater@horne.com, and don't forget to check them out on LinkedIn and Twitter.



IMPACT HEALTHCARE SOLUTIONS

Phillip Thomas

318-243-4916

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.

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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



PROFESSIONAL CONSULTING SERVICES, INC.

Jeff Roper or Tracye Enis
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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
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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

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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.



TIBCO

Katie Clark

248-687-6687

www.tibco.com

Healthcare is ever evolving, requiring professionals to rely on data to inform high-stakes decision-making. Extracting valuable insights from data—and making this knowledge available so people, processes, and systems can act quickly—is a challenge that when overcome yields tremendous benefits.

TIBCO makes it easier to use advanced technologies that prepare you for fast transformation on many fronts: value-based care, the digital patient experience, top-of-license practices. Trust in data is paramount, and an industry-specific system crucial for gaining a comprehensive view of practices that will answer the needs of a post-pandemic world.



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Boost productivity. Increase cash flow. Speed reimbursement. TruBridge is your one source for the people, products and processes you need to clear the way for care. TruBridge offers a broad range of scalable solutions so you can precisely meet your healthcare organization's needs. They include our HFMA Peer Reviewed® Accounts Receivable Management Service and Revenue Cycle Management product suite, along with a variety of other effective business and consulting services. Over the past 30 years, we've built a reputation as a revenue cycle solutions leader and trusted partner that consistently gets results for healthcare organizations of all sizes.



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.

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Terry Kerr

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www.meditrcm.com

Medit 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.

THE SSI GROUP, LLC

Christy Wright

800-881-2739

www.thessigroup.com

Since 1988, SSI has been in the business of ensuring healthcare providers are paid timely, efficiently, and accurately. SSI's product suite provides an enhanced collections process for payers and patients.

TRILOGY REVENUE CYCLE SOLUTIONS

Chad Feldman

601.427.5988

www.trilogy-health.com

Trilogy Revenue Cycle Solutions will engage with the client and facilities' revenue cycle leaders, to provide long-term process improvement initiatives, short-term targeted areas of opportunity, or focused industry best practice education. Trilogy is committed to "winning" with your team or providing outsourcing options. The scope and cadence of our revenue cycle engagements are tailored to fit the needs of each client. Trilogy's services include, but are not limited to, the following: PATIENT ACCESS MANAGEMENT, UTILIZATION REVIEW/ CASE MANAGEMENT HEALTH INFORMATION MANAGEMENT, SYSTEMS OPTIMIZATION, BUSINESS OFFICE, MANAGED CARE.

TSI

Brian Floyd

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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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AccessOne reimagines healthcare payments by creating a frictionless experience to capture more self-pay revenue. Our mobile-native Care Now, Pay Later platform provides a 1-touch pay-in-full experience and allows all patients to easily opt-in to inclusive extended repayment plans. Our mission is to meaningfully lower the financial barriers to high-quality healthcare. Learn more at www.accessonemedcard.com or connect with us on LinkedIn.

ACCUREG

Clayton Kelly

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AccuReg provides health systems and hospitals with a single integrated platform for patient access, intake and engagement. Our platform alleviates staffing challenges using intelligent automation and improves patient satisfaction by enabling patients to digitally engage with administrative and financial aspects of their care. www.AccuRegSoftware.com.

ARKANSAS BLUE CROSS/BLUE SHIELD

Mary Claire Thomas

501-378-3300

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 3,200 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.

COMMERCE BANK

Kevin Scott

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www.commercehealthcare.com

CommerceHealthcare® delivers a fresh perspective on healthcare financial solutions, focusing on receivables, payments and lending. We bring innovative banking technology and best practices to the healthcare industry. Our solutions help providers streamline financial processes, optimize revenue and payments, reduce bad debt, improve cash flow and to improve the patient financial experience. You can learn more about Commerce's HFMA Peer Reviewed solutions at www.commercehealthcare.com.

ECONOMIC RECOVERY CONSULTANTS, INC.

Ed Vance
501-268-8600

www.economicrecovery.net

Economic Recovery Consultants, Inc. is located in Searcy, Arkansas. We provide recoveries for both Medical and Commercial creditors statewide. We have been servicing providers for over three decades with professional debt collection practices. We are accredited with an A+ rating with the Better Business Bureau. Our staff follows the Fair Debt Collections Practices Act, and we have the best collectors, management, and legal team available. Our Professional Debt Collection Services are proven to produce great results.

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.

HELP FINANCIAL

Xander Younce
734-656-8956

www.helpfinancial.com

HELP Financial is the longest-standing provider of patient financing in the country. Operating since 1989, HELP exclusively offers patient-centered payment options to assist families with out-of-pocket healthcare expenses. Our provider partners benefit from improved patient satisfaction and loyalty, decreased payment plan administration and an overall increase in self-pay revenue. HELP has engaged over 2 million guarantors and serviced over 5 million patient accounts, while funding over \$2 billion to our provider partners. To learn more about HELP's HFMA Peer Reviewed Patient Financing Solutions, click on www.helpfinancial.com or email ayounce@helpfinancial.com.

REVECORE

Rachael Sires
270-705-8827

www.revecore.com

Revecore is a leading provider of revenue recovery solutions for complex claims, underpayments and denials. We offer health systems over two decades of unrivaled technology and expert insight into the most challenging areas of revenue cycle to ensure they are appropriately reimbursed for the care they provide. In addition to being Ranked Best in KLAS for Complex Claims two years in a row, we are also HFMA Peer Reviewed for underpayment recovery and complex claims solutions.

STRATA

Michelle O'Connor
814-882-5360

www.stratadecision.com

Strata Decision Technology provides a cloud-based platform for software and service solutions to help healthcare providers better analyze, plan and perform in support of caring for their community and reducing the cost of care. Our customer base includes over 2,000 hospitals and over 400 healthcare delivery systems. Founded in 1996, our mission is to Help Heal Healthcare™.