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HFMA ARKANSAS CHAPTER

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2023-2024

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Erika Rohrer

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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.

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Derek Pierce, CPA, FHFMA, Partner

501.372.1040

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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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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.



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.



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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

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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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Cloudmed, an R1 company, helps healthcare systems maximize outcomes in a complex financial world. With industry-leading expertise and data-driven technology, we deliver actionable insights across the revenue cycle, helping providers boost productivity and increase revenue. We are proud to partner with over 3,100 healthcare providers in the United States to recover over \$1.7 billion of underpaid or unidentified revenue annually.



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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 \$1.2+ billion in total capital and \$7.6+ billion in assets.



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A trusted partner for more than 40 years, Elevate Patient Financial Solutions® delivers market-leading RCM solutions to hospitals, health systems, and health providers nationwide. ElevatePFS provides best-in-class services and innovative, specialized technology to address the most complex challenges of the revenue cycle. Our teams have unmatched industry experience and a commitment to excellence and continuous improvement, to deliver elevated results for our clients. Our services include Eligibility & Disability Enrollment, Third Party Liability, Workers' Compensation, Veterans Administration, COB Denials, Out-of-State Eligibility, Self-Pay and A/R Services. To learn more, visit our website: www.elevatepfs.com.



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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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Whether you are a hospital, physician group, healthcare provider, or a company that serves provider organizations, you know that the demands on the health sector are complex. At Friday, Eldredge & Clark, we offer a range of legal services to address the challenges faced by hospitals, physician groups, and healthcare providers. Our healthcare lawyers have the experience to handle regulatory and compliance issues, contract negotiations, reimbursement matters, and audit reviews and appeals. We provide support for business operations including mergers and acquisitions, financing and restructuring, corporate and strategic counseling, litigation defense, physician compensation, and labor and employment issues. Our clients come from a variety of healthcare sectors including hospitals, ambulatory surgery centers, pharmaceutical companies, medical device manufacturers, physician groups, insurers, ancillary service providers, nursing facilities, and foundations.



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Kathy Brown

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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.

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Kenneth Joerndt

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Knowtion Health is a leader in resolving insurance claims for health systems and their patients. In a world where the balance of power and complexity in insurance denials favor payers, we deliver claim experts equipped with specialized technologies to help healthcare providers resolve denied claims and recover low balance accounts to increase their revenue, solve the labor shortage, and optimize patient experience.

Our technologies and claim experts arm providers with innovative ideas, meaningful feedback and reimbursement trends driving better automation and outcome in insurance claim resolution and the often-neglected low balance A/R inventories that can reduce bad debt impactfully. Learn more at KnowtionHealth.com.



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

Professional Consulting Services is headquartered in Conway, AR, with satellite offices in Little Rock and Fort Smith. PCS employs a large staff of billing support, claims experts and certified professional coders from all over Arkansas. They work in teams or as individuals depending on our client's needs and keep a commitment to high quality customer service. Our claims experts are problem solvers and results oriented and offer high quality customer service to your patients to extend your excellent service experience beyond the clinic!



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RMC OF AMERICA

RECEIVABLES MANAGEMENT CORPORATION OF AMERICA (RMC)

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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.



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Healthcare has a business problem. Time that could be spent with patients is instead devoted to managing the administrative duties critical to an organization's survival. Luckily, TruBridge is here to clear the way for care. We offer a broad range of scalable, industry-leading RCM products and services that can be tailored to meet the needs of healthcare organizations of all sizes. With solutions like our HFMA Peer Reviewed® Complete Business Office and RCM product suite, we can help boost productivity, increase cash flow, speed reimbursement and free up more of your time and staff for the things that matter most: your patients.



Welch, Couch & Company, PA
Certified Public Accountants

Welch, Couch & Company, PA.

Bill Couch, CPA, FHFMA

870-793-5231

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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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John Rankin
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For more information contact John Rankin, SVP, Provider Networks, (214) 213-8162 or john.rankin@ablepayhealth.com.

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.

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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.(formerly Franklin Collection Service Inc.) has a long history of supporting HFMA and has years of sponsoring state and regional meetings.

MEDUIT
Terry Kerr
210-454-0008
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Meduit is the nation's largest revenue cycle solutions company with over 500 years of cumulative operating experience. Our 13 Centers of Excellence serve over 1,000 hospitals and physician practices within 48 states. Because of our size, strength, experience, and compassionate team, Meduit is able to provide an all-encompassing array of revenue cycle management services that achieve cash acceleration for thousands of providers across the country. Among those services is a full suite of Artificial Intelligence solutions that includes SARA for virtual labor. Meduit significantly improves financial and operational performance, allowing healthcare organizations to provide quality care to more patients.

THE SSI GROUP, LLC
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The SSI Group, LLC (SSI) empowers providers with industry-leading revenue cycle management solutions to maximize their efforts—and returns—at every stage. From patient access to claims insights, our solutions span the revenue cycle helping clients streamline workflows, increase revenue, improve efficiencies and reduce costs.

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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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Wixcorp is a premier patient experience company that helps healthcare institutions create custom patient financial experiences.

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100% cloud-based and built mobile-first, our solutions have been carefully designed to be quickly deployed and easy to use.

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Raymond Long
501-378-5660

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 3,300 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.

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ECONOMIC RECOVERY CONSULTANTS, INC.

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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.

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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.

HOLLIS COBB

Chris Cobb

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www.holliscobb.com

Since 1977, Hollis Cobb Associates has worked to provide valuable and timely solutions to healthcare providers. From front end services including Pre-Authorization, Pre-Registration, Scheduling, and Customer Service, to Insurance Follow Up and Early Out and Bad Debt Collections, Hollis Cobb has teams at every step of the Revenue Cycle. Our people, along with advanced technology and reporting, allow Hollis Cobb to consistently deliver on and exceed client expectations.

NATURAL HEARING CENTERS

Kim McAllister

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Natural Hearing Centers is the largest hearing aid dispenser in Arkansas. With 14 full-time clinics and 33 mobile clinic locations throughout the state, we're proud to be making hearing healthcare more accessible than ever before in Arkansas. Having partnerships with the largest manufacturers of hearing aids allows us to offer the best technology on the market for each individual's needs. Thanks to our size, we're also able to negotiate lower prices, making hearing healthcare more affordable.

REVECORE

Ashley Sanders

704-277-0541

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 the 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.