

ENTERPRISE RISK AND HEALTHCARE OPERATIONS MANAGEMENT SUPPORT

PERCS offers compliance and internal audit services, as well as defense and strategy support for providers, hospitals, health systems, academic medical centers, and health plans. Our diverse team consists of a variety of certified and/or licensed healthcare professionals, accountants, nurses, and other clinicians.

SOME OF OUR REIMBURSEMENT & AUDIT SPECIALTY AREAS INCLUDE:

- Ambulatory Surgery Centers
- Skilled Nursing Facilities & other Long Term Care providers
- Clinical Laboratory / Anatomical Pathology Services
- Value-Based Care & Managed Care
- Professional Fee
 - Physician / Non-Physician
 - Real-Time Shadowing Services
 - “Impossible Day” Studies
 - Durable Medical Equipment
- Facility Services
 - Inpatient Hospital
 - Outpatient Hospital
 - Emergency Department
 - Skilled Nursing Facility

When Decatur Memorial Hospital was not hitting revenue targets, we asked the Pinnacle team for help. They provided a detailed assessment for both the hospital and the medical group, then stepped in with experts in each area of the revenue cycle to implement improvements. This included building a new employee team to address our issues as well as providing immediate temporary assistance for a rapid turnaround. We began seeing results in just a few weeks, with consistent improvement over time. They finished their engagement with us by handing the process off to experts in the field who came to our organization through their recruitment efforts. As the CEO of Decatur Memorial Hospital, I can attest to the positive impact that they had on our organization and recommend them to health systems facing similar challenges.

– Timothy D. Stone, Jr., CEO, Decatur Memorial Hospital

OUR CORE SERVICES AND AREAS OF EXPERTISE INCLUDE:

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- Compliance Support & Interim Services
 - Internal Audit Services & Standards
 - Claims Audit & Defense / Strategy Support
 - Revenue Cycle Improvement
 - Independent Review Organization (IRO) Services

For more information, please contact Kelly Loya at KLoya@AskPHC.com or 704-287-4545, Kristen Taylor at KTaylor@AskPHC.com or 843-270-1201, or visit us online at AskPHC.com

▶ COMPLIANCE SUPPORT & INTERIM SERVICES

- Compliance staffing and interim compliance officer and/or privacy officer services
- Compliance work plan review and reporting assistance
- Highly complex and risk-based compliance audits
- Compliance program development, design, implementation, and effectiveness reviews

▶ CLAIMS AUDIT & DEFENSE / STRATEGY SUPPORT

- Evaluation of the audit process, scoring methodology, data calculation, or interpretation of regulations of audits performed by government contractor/agency or other consulting firms to identify a defense strategy
- Investigative support and/or audits to determine if a compliance issue exists
- Strategically valid audits and extrapolation aligned with auditing for voluntary repayment and self-disclosure to government agencies
- Payor / provider dispute investigation including reimbursement analysis

▶ INTERNAL AUDIT SERVICES & STANDARDS

- Annual risk assessment and work plan development
- Operation, regulatory, financial, and technical internal audits assessments
- Internal audit department co-sourcing arrangements, providing subject matter expertise when internal resources are not budgeted or available



▶ REVENUE CYCLE IMPROVEMENT

Is your revenue cycle not performing as you had hoped or expected after an electronic medical record implementation? PERCS has a team of experts to perform a rapid assessment, develop an implementation strategy, and assist with implementation until your management team is ready to sustain improvements. Our services include interim leadership roles and mentoring for your leadership team.

▶ INDEPENDENT REVIEW ORGANIZATION (IRO) SERVICES

PERCS offers compliance or Independent Review Organization (IRO) services to entities subject to a settlement agreement with the Office of the Inspector General (OIG) resulting an Integrity Agreement (IA or CIA). Reviews are performed in accordance with Generally Accepted Government Audit Standards (The Yellow Book), claims testing reviews, systems reviews, unallowable cost reviews, arrangements, and focused arrangements reviews.