

OMEGA TECHNOLOGY SOLUTIONS, LLC



THE LEADER IN PROVIDING HEALTHCARE SOLUTIONS

WWW.OMEGATECHNOLOGYSOLUTIONS.COM



WHO WE ARE

We started out in 1992 as a loose association of independent consultants, known as Omega Systems Associates. Today, we've grown into a national company with almost 100 employees. Our services have grown from Patient Accounting Consulting engagements, to Full Revenue Cycle Enhancement services that include: Lost Charge Audit and Recovery Services, Medicare Compliance Services, Defensive Audit Engagements, Charge Master Compliance and Optimization Projects—and anything else that our clients ask us to do!

When we started, we had our laptops. Now, we have an IT department complete with programmers, analysts, and engineers. We offer several powerful web-based applications. The first one we developed was our ChargeMaster application. It provides the user with Compliance Alerts, Modeling capability, as well as a Pricer—all updated with the most recent Medicare changes.

In addition, our web-based claims scrubber "OCE" (Omega's Claims Examiner), will take a batch of Medicare claims, check them for compliance with all of Medicare's edits, and return them to the facility with each problem clearly identified for correction. A hospital can submit the clean ones itself, or we can submit them for it. But that's just the beginning. We have programmed thousands of edits to ensure that bills are complete and compliant. On top of that, we have created an area of user-defined fields so that a facility can make its edits payer-specific.

As a company, we are committed to providing hospitals with the highest quality, results-oriented consulting services available today. We will not come into a facility, ask a bunch of questions, and send back a stack of reports a few weeks (or months!) later. During our Lost Charge Recovery Projects, for example, we do everything from pulling medical records, auditing them, and billing the carriers to following up on the payments. All a hospital has to do is collect the money. We even work with the staff to correct the problems we find—in essence, working ourselves out of a job!

We are a Certified Women's Business Enterprise and are categorized as a Small Business by the SBA. Our clients come in all shapes and sizes—large, small, rural, urban—but our solutions are big and powerful. We have added over \$100 million to their collective bottom lines so far, and we continue to find new, improved solutions for their Revenue Cycle issues.

We are dedicated to exceeding the expectations of our clients. So, please, take a look at our capabilities and call us or email us to see how we can be of service to you.

OUR MANAGEMENT TEAM

Omega Technology Solutions is a unique organization of professionals with healthcare, accounting, and technology experience. And we have used that knowledge to develop solutions for today's hospitals.



Ann Fierro, CPA, RN, MBA - President & CEO

Ms. Fierro has been involved in healthcare since 1975, and specializes in the areas of operations, revenue enhancement, regulatory compliance, nursing practice enhancement, and hospital charge auditing.

She began her healthcare career in the area of critical care nursing. She completed her degree in Accounting while working as an RN, and made the transition to Hospital Finance in 1985. Her responsibilities have involved ensuring regulatory compliance while maximizing profitability of the corporation, corporate cash management, strategic rate setting, capital financing, and the planning and opening of new hospitals.

She formed The Omega Consulting Group, Inc. in 1992, a firm that specialized in hands-on Lost Charge Recovery. She has been the President of Omega Technology Solutions, LLC since its formation in 2000, a company with high-tech revenue cycle solutions for hospitals across the United States.



Vicente Arencibia - Chief Information Officer

Mr. Arencibia joined Omega Technology Solutions in November 2003 as Chief Information Officer. In this capacity he oversees and directs all Information Services functions for the company and its hospital clients, including Omega's *ChargeMASTER™* expert system. Mr. Arencibia brings over 20 years experience at Palms West Hospital in Florida, most recently as Director of Information Systems. Born in Cuba, Mr. Arencibia became a Naturalized American Citizen in 1986.



Ronald Fierro - Controller and General Manager

Mr. Fierro joined The Omega Consulting Group as a part time billing clerk in 1995 while pursuing his degree in computer technology. As a result of his "bottom up" experience, he has a unique understanding of the company's operations. His current duties include: purchasing agent responsibilities, coordination of all daily business operations, and oversight of the IT function. Prior to joining Omega, Mr. Fierro spent ten years working for United Parcel Service where he learned the finer nuances of production and time management. He spent another seven years as a manager for a large entertainment complex in Chicago, Illinois. Mr. Fierro's many years of management experience before joining Omega and his growth while within the organization led to his promotion to General Manager in 2000.



Joan Pierce, PMP - Director of Project Management

Ms. Pierce has been involved in health care organizations since 1976, and has had extensive experience in teaching hospitals as well as in the for-profit sector. At Omega Technology Solutions, Ms. Pierce directs the implementation, training and daily operations of the Project Management staff. She earned her Bachelor of Arts degree from the University of Georgia and holds the prestigious PMP certification.



Catherine Trower Smith, RN, LHRM, CMAS - Director of Auditing Services

Ms. Smith recently joined the Omega Consulting Group in a management position. She oversees and directs a staff of nurse auditors with lost charge recovery projects for various hospitals across the United States. She has over twenty years in internal and external auditing experience. Her clinical nursing experiences consist of a background in surgery, oncology, research and intensive care nursing. She is currently a member of FMAA and AAMAS.

Our collective years of clinical experience and consulting practice have provided us with unique insight into the successful management of a hospital's revenue cycle.

WHAT WE DO

We offer a complete suite of ***technology solutions*** that will serve as invaluable tools in maintaining the integrity of a hospital's Revenue Cycle. These solutions include:

- ***ChargeMASTER: Web-Based CDM Maintenance***
- ***OCExaminer: Claim Editing Technology***
- ***CyberFusion Integration Suite: Managed File Transfer Security Suite***

In addition, our ***professional services*** can kick-start Cash Flow with the following:

- **Lost Charge Recovery**
- **Managed Care Contract Recovery**
- **APC Reviews**
- **Remote Coding**
- **Defensive Audits**

Today's healthcare environment is a ***complex*** puzzle of clinical service delivery, information processing, and financial management.

Our services are designed to help hospitals and healthcare organizations ***put the pieces together***. We bring your clinical and financial records together to identify opportunities for bottom-line improvement—while providing a ***process*** and ***methodology*** to prevent future losses from occurring.

The result—an organization that is fiscally strong and clinically superior.

OUR SOLUTIONS

Our **powerful software solutions** are designed for ease of use and accessibility. They are web-based, which means that, as the hosting facility, **we at Omega** are the ones responsible for keeping the applications' content current, not hospital staff. Most importantly, our 7X24 secure facilities ensure uninterrupted uptime, with hardware/software updates and maintenance performed during off-peak hours. Our clients have full access to our state of the art system, along with the protection of our application security software. We offer both **front-end** and **back-end** tools as well as single sign-on state of the art security software.

ChargeMASTER

ChargeMASTER is a comprehensive resource for hospital Chargemaster and MIS staffs. Since it is a web-based application, **ChargeMASTER** is available to analyze a CDM any time a client needs it. The system can instantly pinpoint items that need to be updated for regulatory compliance and identify new or revised codes that will increase reimbursement yields.

ChargeMASTER contains 3 modules:

- **Alerts:** invalid/incorrect HCPC/CPT/Revenue Codes, Fraud and Abuse Alerts
- **Modeling:** Companion Code models, CPT department models
- **Price:** uniform pricing issues and charges that are below OPPS payment rates

In addition, **ChargeMASTER** provides **information** to assist the user in identifying possible **solutions**.

Here's how it works. A CDM is submitted for review via a password-protected, encrypted Internet VPN. We send back a comprehensive report.

Our **ChargeMASTER** report:

- Shows how/where to immediately bring the CDM into regulatory compliance.
- Identifies coding errors that would cause claims to be rejected.
- Identifies linked (companion) codes that are missing from the CDM.
- Identifies charges that are below OPPS rates.
- Shows how to correct errors so they do not recur.
- Frees CDM staff from tedious research and compliance responsibilities.

OCExaminer

The **OCExaminer** solution provides web-based claims editing allowing hospitals to submit their claims, validate them against OCE edits, and receive reports detailing any rejections. We have dedicated staff to maintain all of the edits, thereby allowing the hospital billing staff to simply submit the claims file and get a report of any rejected claims. All of the processing takes place on our secure servers and is completed within hours of submission.

Companion code edits are found in the **OCExaminer Enhanced** module of the application. This functionality greatly enhances the breadth and depth of the **OCExaminer** system, while minimally impacting claims file processing. The following is a listing of some key companion code edits:

- 143 Radiology codes in various combinations with 488 procedure codes, resulting in thousands of coding combinations
- 60 Injection/Infusion edits for OPPS and Non-OPPS
- 50 Diagnosis codes to identify missing infusion codes
- 40 Coding combinations to identify codes that should not be billed together
- 9 codes for maximum units and ensuring that an initial/primary code exists for any add-on codes, resulting in approximately 20 combinations
- 167 I-9 procedure codes and 204 HCPCS codes used in a variety of combinations to identify missing carve outs and carve-out related procedures, resulting in the following combinations:
 - 414 I-9 to HCPCS
 - 168 I-9 to Revenue code
 - and 204 HCPCS to Revenue code

An additional module of the *OCExaminer Enhanced* system, *OCExaminer Enhanced+*, allows the user to create custom edits through user-defined fields. The purpose of this functionality is to capture the unique elements of each facility's managed care contracts and ensure that payer-specific items are evaluated for coding and billing accuracy prior to submission to the payer.

The most recent addition to this system is our *RAC Module*. We have incorporated all of the known issues targeted by the RAC auditors, in order to keep our clients compliant.

OUR SERVICES

Our extensive services are designed to ensure that a hospital is both compliant and profitable. More importantly, we focus on delivering results - not just reports - and structure our services to provide the maximum benefit to our clients.

Lost Charge Recovery

We find it, fix it, and stay out of the way through our Lost Charge Recovery service. This is a comprehensive clinical review of a hospital's outpatient claims to ensure that all documented items were billed, and that all billed items were charged appropriately.

We perform a comprehensive review

- We review the medical record for documentation of items used and services provided and compare it to the itemized bill to capture any missed items
- We compare the itemized bill to the UB-92/UB-04 to ensure proper coding and bill any corrections to capture the appropriate reimbursement
- We compare the payments received with contract terms to ensure complete and accurate payment and follow up with the insurance providers to collect any underpayments

We use our own staff – *not* the hospital's

- Our Nurse Auditors are RN's with OR and/or ICU experience
- We can pull and re-file medical records, providing temporary help if necessary to assist in this effort at ***no*** additional cost
- We will perform follow-up with the insurance providers to collect the additional reimbursement
- We work with the hospital staff to ensure everything is recorded appropriately

We provide ongoing education

- Monthly reports provide insight into what items are being identified and can be used in developing new mechanisms to ensure charge capture accuracy
- Periodic meetings with hospital staff to discuss specific issues in detail and to help the departments address them

We actually *earn* our fees

- There are no up-front costs and no hidden fees and we earn our fees from actual dollars recovered, not billed amounts
- **We only earn our fees if we can produce results!**

Managed Care Contract Recovery

Our experience has shown that most hospitals are receiving well below the reimbursement to which they are entitled, under their various managed care contracts.

Therefore, our **Managed Care Contract Recovery** is designed to maximize payments from managed care payors, using a three-phase approach, as follows:

- We prepare a contract term matrix, and conduct a general review of all accounts for accuracy of payments. Our general review will also include an analysis of special contract provisions based on DRG.
- We review all accounts for "carve outs" i.e. implants, biologicals, etc. based on the ICD-9 procedure codes. Our methodology of identifying accounts that should have carve-outs by ICD-9 procedure code eliminates reliance on UB Revenue Codes, or on the hospital charging for them at all. Therefore, even if the hospital never charged for the item, we can identify the account, bill the implant and follow up on the payment.
- We audit all accounts within \$5,000 of the contract's catastrophic limits, in order to find additional charges that push account balance over the limit.

Based on our experience, we can expect to successfully push 90% of the cases near the catastrophic limit over the limit, changing the reimbursement from per-diem to percentage of charges.

We can complete a Managed Care Contract Recovery engagement – from auditing to final billing – within weeks of our receipt of the hospital's data.

CDM Compliance Review

- We have incorporated all of the applicable OCE/APC edits into our *ChargeMASTER* expert system. In addition, the pricing module identifies all charges under the OPPS/APC rate or the clinical fee schedules. Our OPPS modeling module identifies opportunities to add missing procedure or transitional pass-through codes. We update our files weekly, as bulletins come out, so our database is always current. Using our state-of-the-art, web-based interface, we can process a CDM in nano-seconds and deliver the results immediately.

Remote Coding

The new regulations have made it harder and harder for hospitals to let their chargemasters drive their outpatient codes. Increasingly, HIM directors are turning to outside resources to help keep the accounts moving.

We have a large staff of certified coders--some are RN's, some are not. All are excellent and have a thorough understanding of reimbursement.

Our compliance staff is responsible for maintaining the *ChargeMASTER* edit files, as well as the *OCExaminer* edit files. They regularly educate the coding and audit staff on any changes to the regulations. The result, a staff of highly competent, knowledgeable individuals only a phone call away.

We are available for on-site coding, or we can develop a remote solution tailored specifically to meet individual needs.

WHAT OUR CLIENTS SAY ABOUT US

"They are bringing in thousands of dollars in net revenue that we were due but...missed in billing."

Tony Lantzy
Assistant Vice President, Finance
Carolinas Healthcare
Charlotte, NC

And

"We have used them at multiple hospitals and would never hesitate to recommend them."

Wayne Chutkan
Vice President of Finance
Mt. Sinai Medical Center &
Miami Heart Institute
Miami Beach, FL

And

"If I were to go to another facility I would bring them there to assist me in a heart beat, as every time they estimate they will make \$x amount for me and usually they double that original estimate."

Tim Skeldon, Chief Financial Officer
Parrish Medical Center
Titusville, FL

CONTACT US

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