

# Physician Support Systems

Your Source for Comprehensive Coding, Billing,  
and Accounts Receivable Management

Supporting Radiologists Since 1983

# Your Financial Advantage...

## Improved and Consistent Cash Flow for Your Practice



Teresa McMillan, Vice President Client Services

*"The long-term client success and retention we enjoy at PSS is a direct function of our consistent performance and exceptional client service. Continually exceeding our client's expectations is the goal of each of our capable and committed employees."*

Teresa McMillan  
Vice President Client Services



PSS Client Service Executives

PSS client service executives are experienced in your specialty. Committed staff members are dedicated to providing the highest quality coding, billing, and accounts receivable management services.

### Comprehensive, Reliable Services and Systems

The financial performance of your practice is critical to your ability to deliver the highest quality patient care. At PSS we deliver comprehensive coding, billing, and accounts receivable management services that optimize the financial return for your professional services.

The PSS executive teams use a highly engineered proven process which insures uninterrupted cash flow for you from day one of conversion to our services. Utilizing our proprietary, sophisticated software, we improve and continually maintain consistent cash flow.

#### The PSS Executive Teams include:

- Certified Coders
- Production Specialists
- Accounts Receivable Managers
- Specialty Specific Client Service Executives

### Compliance, Security, and Integrity

The Board of Directors, executive management, and every PSS employee are committed to supporting your practice in the most ethical manner possible. Our uncompromising commitment to compliance with federal and state regulations, industry-accepted practices, and personal integrity is present in all aspects of the delivery of our services to you, your patients, and payors.

- Patients' protected health information (PHI) is managed in a completely secure manner.
- We maintain the highest standards of HIPAA compliance.
- PSS compliance and integrity follow the guidelines provided by the Office of Inspector General (OIG).
- We comply with written standards of business ethics and conduct.
- We provide comprehensive training, continuing education programs, and continued quality assurance assessments.

### Documentation Education and Coding

Regulatory compliance and accurate, timely claim adjudication require precise procedure and diagnosis coding. The comprehensive services of PSS include:

- Radiology documentation education
- Specific education on Interventional Radiology documentation
- AAPC certified coders

Our coding expertise and productivity is enhanced by proprietary software intelligence, editing our codes against the National Correct Coding Initiative as published by Centers for Medicare and Medicaid Services (CMS).

### Enrollment and Credentialing

At PSS our experienced enrollment staff effectively manage the complex, time-consuming process of enrolling and credentialing with health insurance plans. Our services provide you and your physicians with more time to practice medicine by eliminating this complicated administrative burden for you.

Our specialists are knowledgeable of the payors in your health care marketplace and fully understand their requirements. Utilizing sophisticated software, we build and maintain a database of physician licensure, certification, and malpractice insurance. Forms are prepared for your review and signature, and expiration dates are monitored and updated on an ongoing basis.



L to R: Kelly Seidle, Manager of Coding Services, Jennifer Fry, Coder

*"Accurate documentation of your professional services is critical to assuring compliance and optimizing reimbursement. As part of our comprehensive coding services we provide education on proper documentation methodology, regular compliance audits, and exam frequency distribution analysis."*

Kelly Seidle  
Manager of Coding Services

# A Specialized Management Approach

## Financial management expertise that complements your practice

### Practice Management

A degreed Client Service Executive (CSE) is committed to each PSS client. This exceptional professional is responsible for optimizing the financial performance of your practice. Your CSE will:

- Confirm financial reporting and needs
- Obtain and verify provider enrollment information
- Establish and refine patient demographic, insurance, and charge collection process
- Monitor and insure timely production of claims submission
- Maintain currency of accounts receivable
- Analyze, interpret, and present management reports
- Negotiate managed care contracts
- Facilitate documentation and coding education
- Interpret and disseminate payor-specific reimbursement information

### Managed Care Contract Negotiation and Payment Verification

Our extensive database of managed care plans and their geographical market penetration is of exceptional value to our clients. Our database includes historical contract rates, terms, and conditions, valuable financial data for your practice.

Our integrated contract payment verification software module ensures accuracy and integrity of contracted payments and adjudicated excluded services. You'll find the PSS systems and staff to be a valuable resource, a source of intelligence, and accomplished professionals in evaluation, negotiation, and financial analysis of your managed care contracts.



Gregory R. Hitz, Jr., Client Service Executive

*"Consistent cash flow is only the beginning. My responsibility as a PSS Client Service Executive is to provide an end-to-end financial management solution for my client."*

Gregory R. Hitz, Jr.  
Client Service Executive

### Management Reporting

The need for reliable and timely management information is of increasing importance in today's rapidly changing medical marketplace. PSS satisfies this need with comprehensive monthly and standardized quarterly financial management reports.

- Production and financial information is accumulated by radiologist within the business segment.
- Month end financial reports are reconciled to your practice's bank account.
- Standardized monthly reports are supplemented with quarterly summaries of historical performance.

The database orientation of our software accommodates ad hoc requests. We utilize several independent database query and report writing products for unique requests, analysis, and review.

### Processing and Electronic Data Interchange Capabilities

PSS clients are supported with leading edge hardware and proprietary in-house authored software for your specialty.

Electronic retrieval of demographic, insurance, and transcription information is efficient and accurate in capturing patient activity. Claims to all major payors are submitted electronically after a multitude of payor specific diagnosis and charge edit screens, thus minimizing rejection, expediting, turnaround time and optimizing cash flow.

### TeleResponse Service

PSS TeleResponse representatives are your "Public Relations" professionals. Always congenial, our responsiveness to your patients and third party inquiries reflects positively on your practice and accelerates private pay collection.

Our national toll-free, specialty-specific telephone service is staffed by representatives who receive continual training in radiology billing procedures and third party payment methodology.



Monica Schwert, TeleResponse Unit

*"When I am responding to an inquiry, I'm in effect representing our client. Each telephone call is a unique opportunity to satisfy both the caller and our client."*

Monica Schwert  
TeleResponse Unit

# Leading Edge Technology & Capabilities...

## Flexible Databases and Market Intelligence



**Ronald Royer,**  
Vice President Information Processing

*"To assure consistent cash flow and analytical capability for our clients, we at PSS have combined the dependability and flexibility of proprietary software with commercially available data base, practice management and report-writing software."*

*Ronald Royer  
Vice President  
Information Processing*

### Information Management Technology

Information systems are the foundation of our service. Our 24/7 on-site technology staff guarantees consistent, effective processing and claim adjudication. IMT Department functionality includes:

#### DATA MANAGEMENT

- Data Collection
- Data Preparation
- Data Entry

#### SOFTWARE DEVELOPMENT

- Information Systems
- Submission Requirements
- Reconciliation
- Maintenance
- Development

#### COMPUTER OPERATIONS

- Electronic Reception
- Electronic Transmissions
- Printing Services

#### MANAGED CARE MARKET INTELLIGENCE

- Application and Licensing
- Enrollment by County
- Market Focus and Penetration
- Utilization and Actuarial Data
- Financial Performance
- Contract Rates, Terms and Conditions
- Grievance Data

#### TECHNOLOGY SERVICES

- Ad Hoc Inquiry Capability
- Client Specific Reporting
- Claim Denial Data
- Utilization Data
- Multi Media Reporting
- Concise Information Management
- Electronic Interface to Hospital Transcription System
- Electronic Download of Data
- Statistical Reporting
- Graphic Presentations



**Mark Shaw, Programmer**

*"Our ever expanding software library currently contains in excess of 500 specific programs unique to radiology billing for your geographical area."*

*Mark Shaw  
Programmer*

# Radiologists have had confidence in PSS for more than 20 years!

### 400 Employees Strong – An Exceptional, Qualified and Committed Work Force

Quite simply, our employees are exceptional! From executive management to clerical staff, over half of PSS employees take pride in over a decade of service to our clients. That kind of dedication shows in the skill, knowledge, and responsiveness each person brings to their jobs and leads to the long-term success and retention we have with our clients. More than 3,500 physicians rely on us each year, and continue to refer their colleagues to us.

### Seamless Conversions – No Interruptions in Cash Flow

When you're ready to convert to Physician Support Systems our experienced professionals will make sure the transition is controlled and efficient, with no interruption in patient services, information flow, or cash flow.

### Call Us!

To confirm the financial value of PSS to your practice, call us at 1-800-800-1617. We are confident of the return on investment of your time.

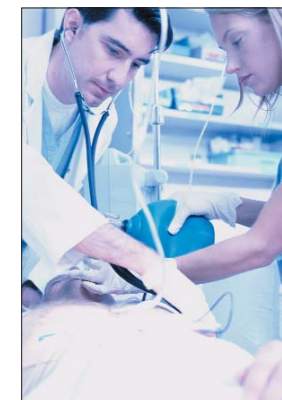
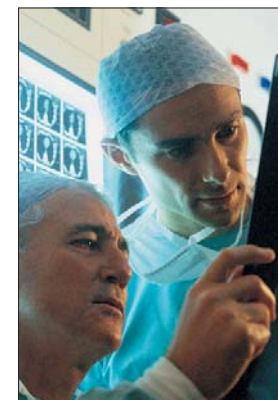
### REFERENCES ON REQUEST



**Douglas Estock, President**

*"Continually, since 1982, we at Physician Support Systems have been solely committed to providing the highest quality coding, billing and accounts receivable management services to radiologists. We appreciate the opportunity and consider it a privilege to contribute to the financial success of our clients."*

*Douglas Estock  
President, Physician Support Systems*



## **HEADQUARTERS**

15 Eby Chiques Road  
Mount Joy, PA 17552

1-800-800-1617  
Fax: (717) 653-5764

## **SUPPORT OFFICES**

Allentown, PA  
Charleston, SC  
Chicago, IL  
Dallas, TX  
Denver, CO  
Miami, FL  
Phoenix, AZ  
Philadelphia, PA  
Phillipsburg, NJ  
Raleigh, NC  
Salt Lake City, UT  
Sarasota, FL  
Tampa, FL



*Our 25,000 sq. ft. main office is located in a scenic rural setting in Lancaster County, PA.*



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Visit us online at [www.pssbilling.com](http://www.pssbilling.com)  
1-800-800-1617