



Call us Now for a **FREE** Consultation!

Toll Free: (800) 929.5395 - Local: (303) 755.2900

What can Clinic Service do for your new practice?

Clinic Service Corporation provides unmatched medical billing systems and practice management tools to private medical practices across the Rocky Mountain Region (including Colorado, Kansas, Nebraska, New Mexico and Wyoming).

Get billable quickly – We want to help you avoid pitfalls in your set-up. Our support team will work to get your credentials in place quickly and provide you with the information needed to help you get the maximum reimbursement from insurers. We help you see patients and become fully billable as quickly as possible.

We don't get paid until you get paid!

HIPAA compliance - Our system is compliant with HIPAA regulations and our knowledgeable staff will work with you to stay on top of changing requirements. We help you set policies, procedures and print formats which meet or exceed HIPAA compliance from the start.

Customized business plan - Before the initial setup phase, our startup team will work with you to develop a customized business plan designed to maximize profits and generate positive cash flow in the shortest time possible. At 120 days, we will work with you to update your plan and help keep you on track. Every month we provide tracking statistics to update and finetune your business plan.

You have questions... We have answers- Always get a live support representative 8a.m.-5p.m. (Mountain Standard Time) Monday through Friday! We're there when you need us; whether you have a question or need a custom report, a knowledgeable representative is ready to address your needs and those of your staff or patients.

- You'll work with an experienced Account Consultant who has prompt access to all of your account information.
- An experienced Accounts Receivable Manager and a team supervisor to cover vacations will be assigned to your account to conduct patient/insurance billing and collection follow-up.
- Maximize your management oversight and assure that performance standards are continually met through as needed monthly meetings with your CSC Account Manager who is responsible for all procedures and transitions

Daily Bank Deposits – In order to maximize cash flow and minimize risks, receipts are deposited to your bank account and posted daily. We hand carry to certain banks everyday.



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Electronic Insurance Claim Submission Program – Delivering an average first time pass-thru rate in excess of 91%, Clinic Service Corporation’s “safety nets” stop billing errors before they leave the clinic. Our system identifies incomplete patient registrations and charge slips, and edits insurance claims for **CPT** and **ICD-9** errors that could cause delays or rejects.

Automated Collection System – *CSC’s Tracer System* provides for automatic insurance re-file. This system selects unanswered insurance claims for resubmission, and separates problem claims for special telephone follow-up and appeal. Your account manager appeals denied claims and payment errors using a progressive collection process.

Staff Training – Initial training is key to getting your staff fully functional quickly. However, ongoing support is also very critical. This ongoing training and support is provided for your staff at no additional charge. Inexperienced personnel receive “Medical Billing Techniques” training as part of our service package. This training program is available continuously at the CSC Study Hall in Denver. A charge for time and travel is made, if in-clinic training is requested.

Management Reports – In addition to the monthly reports providing accounting of your practice’s profitability and A/R aging, you have access to a vast library of pre-designed *FastTrac* reports. These user friendly reports have been developed through the years in order to address the needs and concerns of our clients. Included in this library are:

- Unpaid Claims analysis.
- Missed Appointments (locate those superbills that get “lost” in the chart and never billed!)
- Underpayment Reports (track your insurance contracts’ fidelity)
- Referral Source Analysis, and many more!

Equipment Needs – Minimal modifications are needed to connect your computer system, via the internet, to our application server. Ongoing data back-up and software upgrades are included. Our system is compliant with HIPAA Security requirements for internet inquiries as well as electronic claim submission.

“Clinic Service rescued me from the false belief that an organizational billing (company) or a small time operation can do my practice a special service...”

I have had the best results with Clinic Service and referred others, there’s no place like home!”

Leonard R. Zemel, MD

Endocrinology & Internal Medicine

Creekside Endocrine Associates



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Frequently Asked Questions

How soon will I be able to see patients and achieve a positive cash flow?

After helping more than 400 new practices with their set up, we know how to help you avoid the pitfalls and headaches. We'll help get your insurance credentials in place, get you seeing patients and in most cases have positive cash flow within 60 to 90 days.

How can you help me with the start up process?

Clinic Service Corporation makes this easy... we conduct an initial 90 minute interview to determine the special needs of your practice. When you are ready to proceed, we help you establish your superbill format (a charge slip), coding and pricing. Our support team will make suggestions to maximize your return. Our credentialing team is available to make certain that you are properly credentialed with the insurance carriers with whom you participate. Our IT team will help you identify the equipment needed and ensure HIPAA secured connectivity.

Why should I use Clinic Service Corporation to support my business office function?

Our clients believe it makes sound business sense to use CSC's services to support and streamline the business office function. This allows you and your staff to focus on patient care, patient relations, marketing, evaluating vendors and managing day-to-day operations. When starting a new practice, this is more critical than ever. Assistance on your billing from an expert can improve your collections, help provide consistency in business office operations, eliminate the need for constantly upgrading your software, and provide a management 'partner' with over 30 years of experience being connected to the medical community.

How do you address the unique needs of our specialty?

We recognize that your specialty has unique needs. Clinic Service Corporation is staffed with full-time programmers who work constantly to upgrade and audit our system in order to address the ongoing insurance carriers' changes and to provide solutions for the unique billing requirements of various specialties. We address your unique billing challenges, specialty by specialty. Our Account Managers' expertise includes, but is not limited to, billing for:

- Anesthesia
- Ambulance
- Cardiology
- Cosmetic Surgery
- Dermatology
- Endocrinology
- Family Practice
- Gastroenterology
- Hospitalists
- Internal Medicine
- Infectious Disease
- Ob-Gyn
- Occupational Medicine
- Oncology
- Ophthalmology
- Orthopedics and Sports Medicine
- Rheumatology
- Pediatrics
- Podiatry
- Plastic, Reconstructive and General Surgery
- Urology

Clinic Service

C O R P O R A T I O N



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If your specialty is not listed, please contact us to see how we address your special needs. Toll Free: (800) 929.5395 Local: (303) 755.2900 or Email: info@clemicservice.com

When do you start billing me?

We start when you see patients. Basic \$450 per month when first charges are sent to the system. We do not get paid unless you get paid.

What is the commitment required?

We are confident that after the initial one-year agreement period you will appreciate the value CSC delivers. However, you may cancel with 30 days written notice after the initial agreement term. We would continue to collect the existing accounts for 90 days, and then provide you with the information in an industry standard format suitable to import into another system.

What are my equipment needs?

If you choose to purchase a PC workstation or install an Office firewall, your initial investment is approximately \$400.

"I am extremely happy with the results from working with Clinic Service Corporation. I would recommend without reservation their services to any practitioner needing professional billing management"

-Mark E. Oswald, CRNA

Certified Registered Nurse Anesthetist

Getting Started

Getting started with Clinic Service is as easy as making a phone call. We will be happy to answer any questions you may have. Next, we will walk you through our easy system to get your practice up and running AND billable.

Our knowledgeable practice management consultants will assist you in making the right decisions from the start.

Call us at (303) 755-2900 in the Denver Metro Area or toll free at 1-800-929-5395. Our office hours are M-F, 8am to 5pm MT.

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Case Studies

"In 2003, after working for a large, multi-provider practice, I made the decision to open my own clinic as a sole practitioner. My wife (who is also the office manager) and I interviewed several companies that could help us with this endeavor and were impressed by what Clinic Service Corporation (CSC) had to offer. We made arrangements to contract with CSC.

4½ months after making contract with Clinic Service Corporation, I opened my practice. As I already had been caring for many patients, I needed contracting with 19 insurance providers as a participating (rural) physician. CSC helped me through this process and setup the documentation to send and receive electronic claims. Together, we negotiated with the insurance plans to get regular claim payment. I was participating as an approved provider with most of the insurances the day I opened my doors, and continued to be approved in the following weeks.

I opened my clinic on November 17, 2003 and my income was meeting my expenses by January 2004. I obtained my target income by March of 2004. I have never had more than 45 days average collection lag. Overall, I have been very pleased with CSC and the services they provide. I have recommended them to several of my colleagues who have also opened their own medical practices."

R. Gregory Doyle, MD - Family Medicine

Appleton Family Medicine, PC

Grand Junction, Colorado

Partial Client List

Aurora Medical Associates, PC, Aurora, Greenwood Village, Colorado

Eugene Sherman, MD

Susan Sherman, MD

Aurora/Parker Skin Care, Aurora, Parker, Meridian, Colorado

Cara Mia Medical Day Spa

Leslie R. Capin, MD

www.caramiadayspa.com

James Derickson, MD, Colorado Springs, Colorado

Steven Gulevich, MD, Englewood, Colorado

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ImmediCare Colorado, Denver, Lakewood, Colorado

Michael Fallon, MD

www.immediacarecolorado.com

Accent Dermatology and Laser Institute, Lakewood, Colorado

Kathleen Sawada, MD

Theresa Scholz, MD

www.coloradoderm.com

Denver Bariatrics, Denver, Colorado

Michael A. Snyder, MD, FACS, PC

www.denverbariatrics.com

Southeast Family Practice Associates, PC, Denver, Colorado

John D. Morrison, MD

Appleton Family Medicine, PC, Grand Junction, Colorado

R. Gregory Doyle, MD

Norwood Family Medicine, PC, Norwood, Colorado

Julie S. McCullen, MD

Receive Our Practice Management eNews

Clinic Service's goal is to help the private practice physician be more successful. We understand the specific challenges of being a skilled professional and the added pressures of running a business.

Our quarterly Practice Management eNews provides subscribers with great practical information to help today's private practice physicians be more profitable. Some of our latest eNews topics include:

- *Laws and legislation that will impact your practice*
- *Employee management tips and advice*
- *Insurance company payment reviews*
- *Improving the patient experience at your practice*
- *Practice Management trends for the future*
- *Relieving Stress tips and advice*
- *Practice Marketing Strategies*



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Email Address: _____

Do you have any specific questions or topics you would like to see addressed in this publication?
