



Not All RCM Companies Are Created Equal

Technology Enabled Revenue Cycle Management

Encoda's Revenue Assistance Program (RCM) is powered by Encoda BackOffice™, Encoda Maestro Analytics™, and our experienced billing teams.

Revenue Assistance Program

We know there are multiple medical billing companies in America, employing quality people, that perform professional billing and collections services for their clients. However, none of these companies have the same technology enabled revenue cycle management services as Encoda.

Encoda is a leader in real-time healthcare reimbursement automation and revenue cycle management technology and services that empower medical business offices to collect the most money in the shortest time possible. Encoda's tools and technologies help streamline and automate RCM workflow while enhancing the billing cycle, providing detailed transparency and visibility into the revenue cycle management process. Encoda's patented software, combined with our experienced billing staff, are at the heart of our services and what separates us from all other RCM companies.

Points of Difference

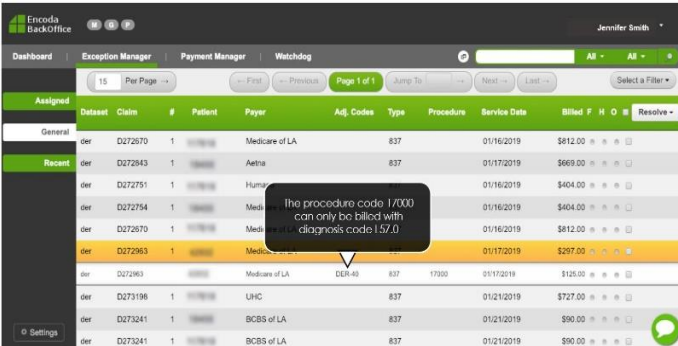
Encoda's technology enabled RCM services are powered by Encoda BackOffice which is our patented, cloud-based, denial management platform that complements your PM software and provides our billing and collections staff with an efficient workflow tool to collect more of the money you've earned at a faster rate of speed. Encoda BackOffice vastly improves the processes needed to effectively collect insurance reimbursement and improve revenue cycle performance.

Encoda believes in 100% transparency and provides our RCM clients with access to Encoda Maestro Analytics as a part of our service model. Maestro Analytics combines data from your CPS practice management system and payers, and automatically creates intuitive, easy to use, web-based dashboard reports, accessible 24x7 via mobile phone or PC. Encoda RCM clients use Maestro Analytics to track how our billing and collections team is performing.

Reduced Denials

Encoda's RCM team reviews each and every claim using our robust database of payer and specialty specific claim edits, applying these edits to your claim files prior to submission:

- LCD, NCD, MUE, NCCI edits
- Historical edits including global periods, bundling, and frequency counts
- Claim structure edits
- Client specific edits



The screenshot shows the Encoda BackOffice interface with a table of claims. A callout box points to a row with the following data:

Dataset	Claim #	Patient	Payer	Adj. Codes	Type	Procedure	Service Date	Billed	F	H	O	Resolve
der	D272670	1	Medicare	Medicare of LA	837		01/16/2019	\$812.00				
der	D272643	1	Medicare	Aetna	837		01/17/2019	\$669.00				
der	D272751	1	Medicare	Humana			01/16/2019	\$404.00				
der	D272794	1	Medicare	Medicare			01/16/2019	\$404.00				
der	D272670	1	Medicare	Medicare			01/16/2019	\$812.00				
der	D272963	1	Medicare	Medicare of LA	CEM-45	837	17900	01/17/2019	\$297.00			
der	D272963	1	Medicare	Medicare of LA		837	17900	01/17/2019	\$125.00			
der	D273196	1	Medicare	LHC	837		01/21/2019	\$727.00				
der	D273241	1	Medicare	BCBS of LA	837		01/21/2019	\$90.00				
der	D273241	1	Medicare	BCBS of LA	837		01/21/2019	\$90.00				

The callout box contains the text: "The procedure code 17000 can only be billed with diagnosis code I57.0".

Claim Routing Logic

Encoda also utilizes customized pre-and post-adjudication rules, based on advanced business logic, which are inherent in Encoda BackOffice, to immediately serve up questionable claims for our RCM associates to review and rework. This enables our staff to better manage outbound claims and inbound remittances. Automating the claims management process allows our billing team to focus on working those claims and denials that need attention, so you can get paid faster.



Encoda Maestro Analytics

RCM clients get access to Encoda Maestro Analytics, which is our comprehensive dashboard reporting and analytics platform, as a part of our services.

Maestro Analytics provides near real-time insight into how our billing team is executing your medical billing, allowing you to monitor and measure our team's performance, 24x7.

Some of the key performance metrics that are captured and tracked by Maestro Analytics include:

- Monthly posted vs posting goal
- Charge posting delay and billing delay by procedure grouping
- Aging report by dollars and percentages with month to month trending
- Trending of charges, payments, adjustments, refunds, and gross collection percentage
- Claim note audits
- Claim work queue backlog
- CPT analysis and payer mix
- Work queue closing velocity



Maestro Analytics also features a robust data mart enabling Encoda staff to develop custom reports using Microsoft® Excel pivot tables and slicers specifically based on your practice's needs. Examples of such reports include but are not limited to custom rejections and denials, charges, payments, and adjustments, by reason code, by location, by provider, by procedure, by service line, and more.

RCM Services Menu

Clients can enroll in **one or more** of Encoda's revenue assistance services listed below:

- Claim review, scrubbing, and submission
- Pre-adjudication claims rejection follow-up
- Post-adjudication claims denial follow-up
- Payer no-response claims follow-up
- Insurance payment posting
- Patient credit reconciliation
- Patient billing and statement inquiry
- Patient payment posting
- Key performance indicator reporting
- Central billing office oversight

Revenue-CPR Assessment

Want insight into your billing and collections performance or help identifying a possible revenue leak? Maybe your current billing team or outsourced billing company is doing a good job but could do better with just a few tweaks?

Encoda's Revenue-CPR assessment seeks to uncover and identify potential opportunities for your practice to collect more money by identifying and recapturing lost revenue. Our certified coders and data analysts use comprehensive metrics and financial analysis to discover revenue leak.

Using Maestro Analytics as our guide, the Encoda team will study your financial data and provide you with a final report. This report may reveal an opportunity for financial recovery and outlines additional measures your practice can take to prevent future revenue leak.

Contact us at encoda.com to see how you can take advantage of the revenue-CPR assessment and let us help you identify potential areas of opportunity to improve the financial health of your practice.

About Encoda

Encoda is a leader in real-time healthcare reimbursement automation and revenue cycle management technology and services that empower medical business offices to cost-effectively collect the most money in the shortest time possible.

Encoda clients significantly enhance their revenue cycle management process and performance by licensing the company's patented, cloud-based [Encoda BackOffice](#) and [Encoda Maestro Analytics](#) platforms or contracting for billing services through [Encoda's Revenue Assistance Program](#).

Encoda BackOffice drastically improves the process of managing claims, rejections and denials, reduces days in A/R, and provides a level of billing cycle transparency via our Maestro Analytics platform that other solutions simply do not provide.

To learn how the Encoda Revenue Assistance Program, Encoda BackOffice, and Encoda Maestro Analytics can benefit your practice, please contact us at info@encoda.com, 813.337.0107 or visit encoda.com.



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