

# Greenway Revenue Services

## CONTACT

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## QUALIFICATIONS/SKILLS

- Specialty-specific expertise across 35+ different specialties
- Knowledge of both Intergy and Prime Suite
- Organizational and record-keeping skills
- Professionalism and confidentiality

## CERTIFICATIONS/AWARDS

- Certified Professional Billers and Coders through AAPC
- 2020 Frost & Sullivan – Ambulatory RCM Customer Value Leadership Award
- 2018 and 2019 KLAS Category Leader – No. 1 for Ambulatory RCM Services



## SUMMARY OF QUALIFICATIONS

Performance-driven professionals with extensive experience delivering medical billing revenue results for a wide range of specialties. With over **20 years of experience**, we have a history of improving the financial health of practices.

## HIGHLIGHTS

- Charge posting
- Submission management
- Insurance follow-up
- Payment posting
- Patient A/R
- Patient Call Center
- Revenue advisory support

## EXPERIENCE

### Greenway Health, 2001 - Present

- Uses CMS guidelines to help providers capture encounters correctly
- Posts denials with denial codes for improved insurance A/R follow-up
- Generates consistent, timely statements and collection letters and applies patient credits toward appropriate balances – resulting in an average decrease of days in A/R by 32%
- Provides balancing reports to improve weekly and month-end close
- Fields inbound patient calls to answer questions on balances, establish payment plans, and process payments
- Researches and analyzes needs related to reimbursement and billing
- Analyzes rejection trends and communicates actionable feedback
- Identifies areas of improvement for medical record documentation
- Complements existing staff by providing additional subject matter expertise
- Ensures practice abides by regulatory compliance requirements
- Enables current practice staff in busy offices to focus on their patients

## REFERENCES | Greenway Revenue Services clients

*“I recommend Greenway Revenue Services for the team, first and foremost. They have a great group of people that become part of your day-to-day operations. I know that they're doing what it takes to streamline my billing. They have a stake in our doing well.”*

—Christy Cain, Practice Administrator, Children's Mercy-Pediatric Associates

*“Greenway's ability to work with our current staff has been a great fit to maintain control over the elements we wanted to keep in-house, while still being able to achieve close collaboration with a dedicated GRS team, enlisting their expertise to help us implement best practices and improve efficiencies.”*

—Ranjana Patel, Office Manager, Midland Cardiac Clinic