



UNPARALLELED REVENUE CYCLE MANAGEMENT

*PhyCon Inc.
4401 W. Memorial Rd. Suite 121
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PhyCon, Inc. is a national emergency physician coding and billing company providing emergency physicians and hospital clients a complete package of services that enable our clients to concentrate on patient care as we perform the professional and facility coding functions.



OUR COMPANY

Founded by emergency physicians, for emergency physicians.

PhyCon leadership is always available to our clients. When you call the number below, you're reaching a person. No queues, no bureaucracy. Just quality service.

Established in 1986 PhyCon was among the first Emergency Medicine coding, billing, collection and information gathering service businesses in the U.S. Under the leadership of emergency physician Paul Orcutt, M.D., FACEP, PhyCon continues to educate, mentor, lead, and introduce progressive technology and solutions which are paramount for the specialty to thrive.



Our Services

Billing, Coding & Quality Assurance

Corporate Compliance Programs

CPT Coding

ICD-10 Coding

Electronic Remittance Posting

**Hospital Systems Integration for
Advance View and Retrieval of
Demographic Files**

Processing Payments

Adjustments

Denials

Documentation Evaluation

Collection Services

Managed Care Plan Analysis

Monthly and Annual Practice

Management Reports

Medical Records Storage

Explanation of Benefits Storage

Auditing

401(K) Plan Assistance

Physician Group Start-Ups

PhyCon's CPC-certified coding staff have on average ten years experience with clinical backgrounds to aid in identifying ED acuity. We hold our coders to accuracy *above the industry standard* at 98%.

PhyCon performs monthly internal audits and avails itself to regular external audits to ensure utmost quality and accuracy.

Our on-site employee acts as a liason between physicians and PhyCon for maximum chart flow efficiency.

PhyCon provides continuous documentation training to our clients to guarantee accuracy, improve performance, and maximize reimbursement.

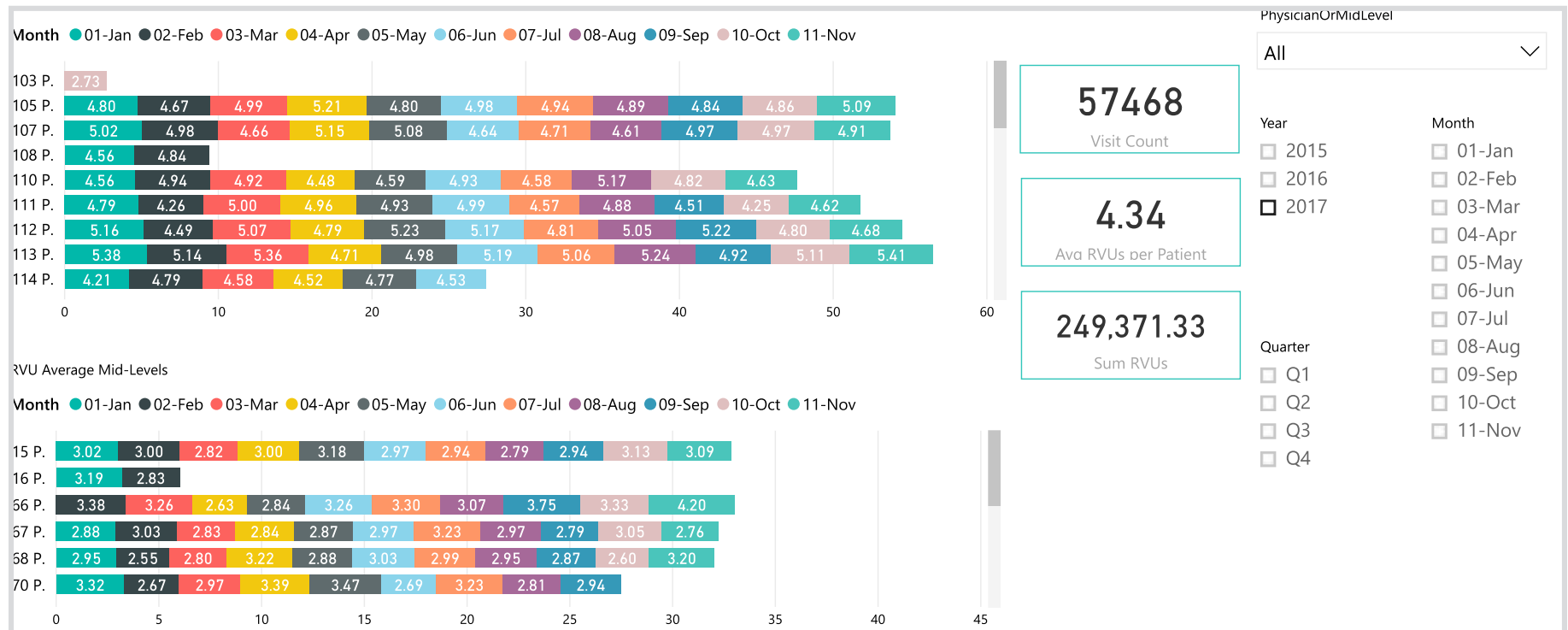
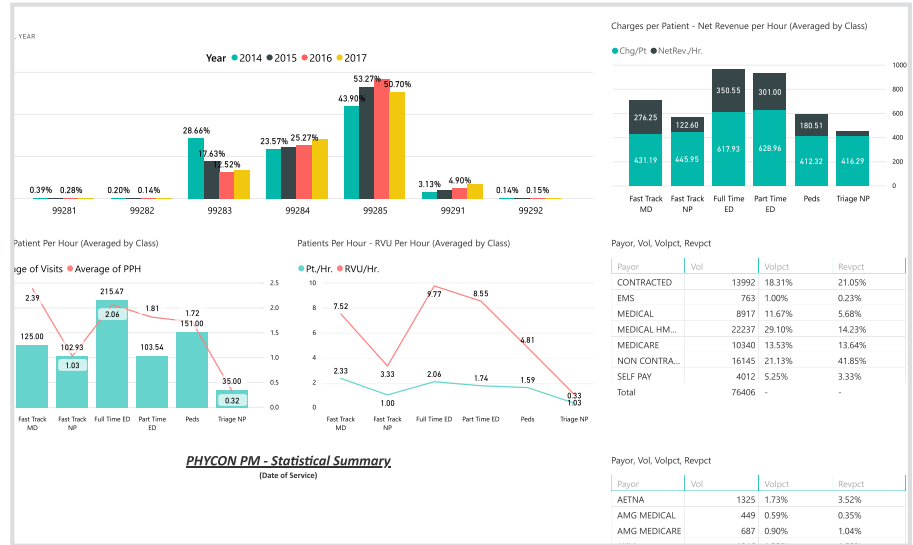


PhyCon PM

Monitor your practice in real time

PhyCon publishes auto-generated customizable reports via the PhyconPM dashboard, so you can monitor coding and collections in real-time!

If you need a custom report, our team is just a phone call away! We will have a report generated within 24 hours.



PhyScore™

Improving physician performance

Each month, PhyCon provides a report card detailing each physician's performance and how they compare with the rest of the group.

PhyScore is one of the many tools at your disposal when working with PhyCon that will significantly increase the efficiency of your emergency room.

When you request a free no-obligation audit, PhyCon will show exactly where your current billing service is underperforming and how we can help the doctors in your group collect what is deserved from every bill.

| PhyScore:Report Card™ | | | | | | | | May 2019 |
|-----------------------|--------------------|-----------------|-------------------------|--------|--------|-----------------|---------------------|-------------------|
| Physicians | Patients Per/Hr | wRVUs Per/Hr | Levels of Service (Pct) | | | Pct of 99291 | Pct of Downcoded | Total Patients |
| | | | 99283 | 99284 | 99285 | | | |
| Physician #: 9 | 1.72 | 8.98 | 9.09% | 9.09% | 66.94% | 14.05% | None | 122 |
| Physician #: 1 | 1.79 | 8.16 | 13.66% | 25.00% | 45.85% | 15.51% | None | 209 |
| Physician #: 5 | 1.64 | 8.01 | 16.02% | 27.68% | 42.02% | 14.28% | None | 184 |
| Physician #: 3 | 1.79 | 7.74 | 21.62% | 21.22% | 39.19% | 13.92% | None | 75 |
| Physician #: 11 | 1.50 | 7.67 | 11.54% | 22.69% | 53.85% | 11.92% | None | 27 |
| Physician #: 12 | 1.67 | 7.27 | 19.11% | 16.56% | 59.24% | 4.46% | 2.52% | 159 |
| Physician #: 7 | 1.68 | 7.05 | 19.05% | 22.86% | 54.29% | 3.81% | 2.86% | 105 |
| Physician #: 6 | 1.33 | 6.70 | 4.17% | 8.33% | 79.17% | 8.33% | None | 24 |
| Physician #: 13 | 1.64 | 6.66 | 18.39% | 14.94% | 59.77% | 1.15% | None | 90 |
| Physician #: 10 | 1.47 | 6.51 | 25.49% | 7.84% | 58.82% | 7.84% | None | 53 |
| Physician #: 4 | 1.54 | 6.23 | 24.46% | 24.46% | 43.88% | 7.19% | None | 139 |
| Physician #: 2 | 1.63 | 6.11 | 30.77% | 20.32% | 53.85% | None | 7.69% | 13 |
| Physician #: 14 | 1.30 | 5.75 | 19.23% | 9.62% | 61.54% | 9.62% | None | 52 |
| Physician #: 8 | 1.17 | 5.24 | 4.76% | 23.81% | 66.67% | 4.76% | 4.76% | 21 |
| Group Averages: | 1.56 | 7.00 | 16.95% | 15.32% | 55.72% | 11.99% | | 91 |

CASE STUDY

Predictability in Revenue

“We’ve been pleased from day one. One of the biggest assets with PhyCon has been their ability to make accurate projections and the consistency in service. Their availability to our needs and the fact that they do a great job in working all the accounts has helped us maintain a consistent and healthy cash flow.”

- Urgent Care Facility Medical Director

Information Challenge

A major operational challenge in running an urgent care facility is projected revenue stream and keeping monthly billing consistent. A Midwestern urgent care facility sought a billing system that could generate custom reports and offer more insight into practice revenue.

PHYCON SOLUTION

PhyCon introduced a new billing system and created specialized reports that consolidated a lot of the information previously strung together.

The customized reports include tracking payer mix, patient volumes, demographics, and collections – all the information needed in one place.

PhyCon also provides practice management

consulting to make the business of running an emergency physician group more predictable.

PhyCon sends out an advance team of personnel to contact each customer’s major payers to create a unique and efficient billing process.

RESULTS

Over the last two years, PhyCon was able to improve practice billing collections by 16 percent. In one year alone, PhyCon increased per-patient collections by 18 percent. In addition, revenue became more predictable and less of an operational issue.

“Phycon was able to get right on collections, so we didn’t see any temporary drop in cash flow...The efficiency in negotiations has improved. PhyCon does a lot of the leg work for us, and it has certainly helped eased the work load.”

Situation:

Urgent care facility in midwest, 60k patient visits/year

Challenges:

- Fluxing monthly revenue
- No accurate cash flow projections
- Inconsistent customer service

Phycon Results:

- Improved collections by 16 percent
- More predictable revenue
- Customized reports

CASE STUDY

Focus on Emergency Billing

“This is a company set up and run by emergency doctors – that makes it a perfect experience for us. We know ER docs are good at running businesses and getting things done. PhyCon understands we live on the edge, off the pennies we’re able to gather at the end of the bill.”

- Emergency Physician Group President

Billing Due Diligence

PhyCon audit results showed a large potential increase in revenue. In addition to the audit projections, the physician group was also drawn to the company background and particular focus on emergency medicine. PhyCon provides services specifically to emergency physician groups and urgent care facilities.

PHYCON SOLUTION

PhyCon transitioned the group over to a new billing system and was able to improve revenue as well as improve billing operations. Their service includes on-site personnel to coordinate the billing process, to ensure accuracy and efficiency to complement the billing software.

RESULTS

Within six months of making the billing transition, PhyCon was able to improve practice billing collections by 20 percent. There was a total improvement in the first year by over \$1 million and by year two the collections were up 25 percent over the previous system.

The physician group attributes the increase in collections to the persistency in which accounts receivable are managed.

“PhyCon facilitates more communication in collections and that has resulted in reduction in AR. I have not found anyone that’s done a better job in collections. I am impressed by the bottom line as well as the service they provide.”

Situation:

Mid-sized hospital-based physician group in Southern CA with 60k visits/year.

Challenges:

- Due diligence on billing solution
- Needed solution specific to emergency medicine

Phycon Results:

- Increased revenue 20 percent in the first six months
- Two-year revenue increase over 25%
- No revenue loss in billing transition
- Over \$1 million in first year collections
- Customized Reports
- Improved customer service

CASE STUDY

Billing Challenges

“PhyCon stays on top of the billing and works the accounts. If something isn’t paid, they figure out why. They contact potential payers – either patient or payer – to work on resolving the issue. As part of the value-add to their service, they put more effort into employee time to collect all that’s possible, to get that last 10-15%.”

- Emergency Physician Group Medical Director

Billing Challenges

A mid-sized California hospital-based emergency physician group needed answers to an unexplained drop in collections for one of their largest payers

After six months with no resolution, and several hundred thousand behind in collections, they discovered the billing system was extremely log-jammed with misplaced paper charts, missing patient information and unsent bills.

The executive contacted PhyCon, Inc. for a consultation. The audit resulted in a projected 12% increase in revenue.

PHYCON SOLUTION

Knowing a change in billing systems is a major operational transition, they prepared for the switch with a back-up line of credit for \$1million

to cover lost revenue during the change in billing systems. However, as PhyCon collections ramped up and the previous billing solution was phased out, there was no shortfall in collections. In fact, within the first 9 months they experienced a 15% increase in revenue. This accounted for more than \$30k more per physician in income!

RESULTS

After the initial 15% increase in the first nine months of transition, PhyCon was able to bring the physician group over 40% more in collections after just two years.

“PhyCon returns a higher percentage of billing than other billing companies we’ve surveyed. In particular, customer service was an enormous improvement for us. PhyCon was established by emergency physicians – they are extremely knowledgeable about the emergency medicine business. The leadership includes very bright, intelligent people who understand our business completely.”

Situation:

Mid-sized California hospital-based physician group 65k patient visits/year

Challenges:

- Unexplained collections drop in biggest payer group accounting for 30% of income
- Looking for billing company with good reputation on collections and customer service

Phycon Results:

- 15% increase in revenue in less than 9 months
- Over 40% increase in collections over transition year after 2 years
- No shortfall during billing system transition
- Exceptional customer service
- Expertise from company founded by emergency physicians

CASE STUDY

Improve Speed & Accuracy

“Because of the excellent results we’ve had, we are using PhyCon’s billing system and services for the new facility’s emergency department. We know we can trust PhyCon to keep billing consistent, accurate, and deliver the results we need in revenue.”

- VP of Hospital Operations

Insufficient Billing and Response Rates

A large hospital-based physician group in the South wanted to improve their billing services to overcome issues with lost charts, long-response times for collection issues, and a lack of physician follow-ups.

PHYCON SOLUTION

PhyCon transitioned the hospital’s ER to a new billing system customized to their hospital and regional setting. Because every facility, hospital, and payer mix is different, PhyCon specializes in creating software and generating reports that apply to each client’s needs. PhyCon helps clients find and heighten their best practice initiatives to ensure maximum revenue.

PhyCon also provides on-site visits for physicians

on coding, helping to improve the charts and forms process, making billing more efficient on the front-end and providing an effective method to answer physician inquiries about their contributions and compensation related markers.

RESULTS

PhyCon improved the hospital ER’s monthly billing collections by almost 70 percent in a single year.

In addition, the emergency group was able to take on more patients, growing visits by 15,000 patients per year.

“Physicians have a lot of questions about their finances related to production, and any time we have to verify or examine our values used to arrive at the compensation levels, PhyCon is able to answer questions to the physician’s satisfaction. When we need to run a new report or answer a question, it gets done immediately. PhyCon has an excellent track record of physician engagement –keeping our physicians in the loop on how they are performing compared to their peers.”

Situation:

Large hospital-based physician group in the South 125k patient visits/year

Challenges:

- Poor billing collection rate
- Deficient billing operations with lost charts
- Delayed billing resolutions

Phycon Results:

- Increased monthly billing collections by well over 25% in first year
- Improved accuracy
- Improved efficiency allowing visits to grow by 15k/year without operational disruption.
- Increased speed of billing resolution.

Client Satisfaction

Leaders in medicine share their
experience working with PhyCon

*"I feel that they care about my business and they know I care about their business. It's more than just a billing company and an emergency room, there's a personal relationship."
- ED Director*

What sets PhyCon apart from other billing companies is the personal attention given to each of our clients.

"Their ability to collect on our bills is unbelievable!" - ED Director

PhyCon provides the tools, service, and expertise for doctors to collect the most of every bill while focusing on patient care.

"There is a myriad of things I could tell you that they do that others might not even think about." - Physician Group Liason

PhyCon stays on top of every chart and provides continued feedback to maximize efficiency and keep doctors ahead of the game.

Is your current billing service under performing?

Request a free audit at no obligation today!



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