

Office Manager Luncheon

March, 30 2016

Happy Doctors Day!

Thank you to our Lunch Sponsors



Agenda



- **Group Introductions**
- **Medical Malpractice Protection (CAP)**
- **Merchant Processing Savings & Security (Capital Bankcard)**
- **Medical Staffing Solutions (OfficeWorks)**
- **Cash Flow Solutions for Medical Practices (TSI)**
- **Misc Updates (Physician Partners)**
- **Group Discussion**

Medical Malpractice Protection

Tram Nguyen - Senior Account Executive
858.200.8450
tnguyen@CAPphysicians.com



COOPERATIVE OF
AMERICAN PHYSICIANS

Cooperative of American Physicians, Inc. (CAP)

Established by physicians in 1975 as a Consumer Cooperative Corporation, CAP provides superior medical professional liability protection through the Mutual Protection Trust (MPT).



Mutual Protection Trust (MPT)

- MPT is a market leader in the California medical professional liability arena providing coverage to nearly 12,000 physicians.
- A.M. Best Company has assigned its A+ (Superior) Financial Strength Rating to MPT.



Why CAP?

- A physician directed and governed organization
- Assertive Claims Defense - Over 80 percent of all claims are resolved with no indemnity payment.
- Value-Added Benefits:
 - *\$2,000/month (24 mo) Group Disability Insurance*
 - *\$10,000 Group Term Life Insurance*
 - *\$50,000 CyberRisk Insurance*
 - *\$25,000 MedGuard Plan*
 - *\$50,000 Employment Practices Defense Plan*



Why CAP?

- Comprehensive Risk Management and Patient Safety Programs:
 - *24/7 hotline for our members to report Claims and to seek Risk Management advice*
 - *CAP Cares Program Early Intervention Program*
 - *CME Risk Management Program*
 - *Dedicated local risk manager for office Visits/onsite evaluations*
- Practice Management Resources:
 - *HR Hotline and Employment Manual*
 - *Job Board*
 - *Patient Experience Survey*
- Access to CAP Physicians Insurance Agency:
 - *Workers' Comp, Business Owner Policy, General Liability*



Merchant Processing Savings & Security

Dan Clark - VP, Sales
949.510.1853
dclark@capitalbankcard.com



Capital Bankcard®

What's taking place?

EMV - "Chip Cards"

- 78% of Credit Card fraud is carried out in countries without EMV
- 47% of worldwide fraud is located in the U.S.
- In the UK, EMV security eliminated over 80% of fraud overnight. In the US it is expected to eliminate 95% of lost/stolen fraud and 90% of counterfeit fraud.
- **EMV stands for Europay, MasterCard, Visa which were the parties involved with creating the standard.**



The speed of change

Changes to the Credit Card Industry

- Chip Cards / EMV Smart Cards

- New credit cards issued:

- *Per Day: 1.6 Million*
- *In 2015: 575 Million*
- *In 2014: 185 Million*

• Other Major Change –

- Liability has Shifted to Merchant
- Responsible for 100% of fraudulent transactions, fines and penalties with absolutely zero recourse.

New Terminal

- No Leases Required = Huge Savings!
- Benefits: EMV capable (Chip and Pin cards), NFC, Apple Pay, Soft Pay
- Rates: Debit 0.89%, 1.89% Credit, Special: Amex incl. @ same rate!
- *Physician Partners Member Cost:*
 - * \$379.00 for the VX520
 - * \$239.00 for the VX805 Pin Pad, plus tax and shipping.

(Retail: \$795 terminal, \$295 pin-pad)

VX 520 and VX 805 Bundle



Contracts - Not Needed



How our System Works

- Rate comparison analysis.
- Know what you'll save up front before change.
- Next Day Funding, including American Express
- No contracts, no leases, no hassle:
 - * **Direct access to technical and account experts**
 - * **No Termination Fees**
 - * **No Setup Application Fees**
 - * **Good Customer Support**
 - * **Multiple Products and Services Offered**
 - * **Free Mobile App**
 - * **Online access to your merchant account**
 - * **Mobile Payment, Gift and loyalty acceptance**

Patient Payment Arrangements



Does Your Practice Have a Challenge Collecting Patient Deductibles?

- High deductible patients – Reoccurring payment feature
- Reducing AR timing – Scheduled monthly auto-payment when convenient to patient
- Reducing billing costs – Understanding how processing a credit card affects the fees charged

Medical Staffing Solutions

JoAnn Casley - Senior Sales Manager
877.463.3123 x170
jcasley@owrx.com

OFFICEWORKS
A HEALTHCARE STAFFING ORGANIZATION



OfficeWorks Medical Staffing Your Healthcare Industry Resource

What We Do

We take

100%

of the recruiting time off your hands



How We Do It

High Quality Candidates

- Proven recruitment method

Finding Personnel Faster

- Technology

Personalized Service

- Account Manager concept

Customer Satisfaction

- Industry leading guarantees



Organizations We Partner With:

- Clinics
- Physicians' Offices
- Hospitals
- Medical Groups
- IPA's
- Health Plans
- Diagnostic Imaging Centers



Who are seeking:

- Front Office, Admissions & Schedulers
- Back Office Medical Assistants
- Billing, Collections & Insurance Specialists
- Health Information Management
- Claims Examiners & Utilization Review
- Licensed Technologists
- LVN, RN & Case Managers
- Certified Coding Specialists
- Physicians Assistants/Nurse Practitioners
- Business Office Administration

Cash Flow Solutions for Medical Practices

Dione Leone - Business Development Consultant
619.298.7103 x22
dione.leone@transworldsystems.com



What We Do for Our Clients

1. We have been providing **progressive cash-flow** solutions to medical practices of all sizes since 1970
2. We have helped over **200,000 clients** to eliminate their need for traditional collection agencies and we collected **\$280M** last year alone
3. Our services are based on **fixed-fee pricing** that is between \$6 and \$16 per account, depending on account volume
4. We are the recognized regulatory compliance **account resolution**
5. Our services allow our clients to **react quickly** paying accounts



tsi

The TSI 3 Step Approach to Cash Flow

Your
Internal
Efforts

Send 1 or 2 Invoices or Statements

Collection
Agency
Demands

Courtesy Notice	Written Demand 2	Written Demand 3	Written Demand 4	Final Demand 5
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We contact slow paying accounts in writing **every 10 days** increasing intensity in each demand without alienating your Customers.

Early In-House Use of a Diplomatic Written Third Party Notice at a Controlled Cost. You maintain complete control of your accounts.

Day 45 – 90+
Profit Recovery

Intensive
Verbal
Demands

Intensive Phone Collections from our Professional Collectors
Assigned from 6-24 months

Over 6 Months
**Professional
Collections**

Introducing TSI Profit Recovery



- We make five Collection Demands over 85 days
 - Resolution often occurs as soon as a 3rd party is involved
 - For an average of \$16.00 per account depending on volume
 - Best utilized in the 45-90 day range
 - All money goes directly to your company or practice
- This is instant cash flow for you

TRANSMITTAL

04/26/13

TRANSMISSION SYSTEMS INC. COLLECTION AGENCY 307 PRINCENTRAL ROAD HORSHORN, PA 19044 877-428-4789 OFFICE HOURS: MON - FRI 9AM - 5PM ET MONDAY - FRIDAY

SAMPLE CLIENT ACCT # 285T-000742415 CLIENT REF THX138 CURRENT BALANCE DUE: \$77.28

COURTESY NOTICE: The content has requested that we contact you regarding the enclosed referenced invoice. Please be advised that the account remains unpaid.

Transworld Systems Inc. is a collection agency attempting to collect a debt and any information obtained not be used for this purpose. This is a communication from a debt collector. Calls to us from this company may be monitored or recorded for quality assurance.

Please send payment to: Sample Client, 123 Main Street, Petoskey CA 94952. Our Client's Power: 800-111-2222 X 1240

Send correspondence after this payment, to this collection agency at P.O. BOX 17221, WILMINGTON, DE 19850.

Please send payment to: Sample Client, 123 Main Street, Petoskey CA 94952. Our Client's Power: 800-111-2222 X 1240

MAKE CHECK OR MONEY ORDER PAYABLE TO: Sample Client, 123 Main Street, Petoskey CA 94952.

285T 000742415 THX138 0007728

TRANSMISSION SYSTEMS INC. COLLECTION AGENCY 307 PRINCENTRAL ROAD HORSHORN, PA 19044 877-428-4789 OFFICE HOURS: MON - FRI 9AM - 5PM ET MONDAY - FRIDAY

SAMPLE CLIENT ACCT # 285T-000742415 CLIENT REF THX138 CURRENT BALANCE DUE: \$77.28

Remedy Offer:

This amount remains unpaid. We send you a final notice which restores your rights under the Fair Debt Collection Practices Act. You still have time to resolve your rights.

Our request for payment does not affect your right to dispute the debt as described in our last notice.

Send correspondence after this payment, to this collection agency at P.O. BOX 17221, WILMINGTON, DE 19850.

Please send payment to: Sample Client, 123 Main Street, Petoskey CA 94952. Our Client's Power: 800-111-2222 X 1240

Please mail your payment to pay order at www.You-Website.com

This is an attempt to collect a debt. Any information obtained will be used for that purpose. This is a communication from a debt collector. Calls to us from this company may be monitored or recorded for quality assurance.

Notice: See Reverse Side for Important Information. We are required under state laws to notify consumers of certain rights as detailed in the list on the back of this notice. Consumers have rights under state and federal law that are not described in this notice or on the list on the back of this notice.

Philadelphia, New York, Dallas, Phoenix, San Francisco, CA

COLLECTION

285T 000742415 THX138 0007728



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SAMPLE CLIENT ACCT # 285T-000742415 CLIENT REF THX138 CURRENT BALANCE DUE: \$77.28

We send you a final notice which restores your rights under the Fair Debt Collection Practices Act. You still have time to resolve your rights. We still show an unpaid amount on the above stated amount. Our request for payment does not affect your right to dispute the debt as described in our last notice.

Send correspondence after this payment, to this collection agency at P.O. BOX 17221, WILMINGTON, DE 19850.

Please send payment to: Sample Client, 123 Main Street, Petoskey CA 94952. Our Client's Power: 800-111-2222 X 1240

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SAMPLE CLIENT ACCT # 285T-000742415 CLIENT REF THX138 CURRENT BALANCE DUE: \$77.28

Remedy Offer:

Latest repayment of the 30-day dispute period under the Fair Debt Collection Practices Act, an amount you sent to be used to pay your debt, you notify us of a dispute.

It has been our experience that most of the debt accepted for professional collection is resolved before a lawsuit is filed at the collection agency. The name, however, has not yet been resolved.

The account should be addressed, if not corrected, for collection efforts may continue. If the collector works to us to do so, we will leave this account pending to our best professional judgment to attempt to collect the other unpaid amount.

Send correspondence after this payment, to this collection agency at P.O. BOX 17221, WILMINGTON, DE 19850.

Please mail your payment to pay order at www.You-Website.com

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TRANSMISSION SYSTEMS INC. COLLECTION AGENCY 307 PRINCENTRAL ROAD HORSHORN, PA 19044 877-428-4789 OFFICE HOURS: MON - FRI 9AM - 5PM ET MONDAY - FRIDAY

SAMPLE CLIENT ACCT # 285T-000742415 CLIENT REF THX138 CURRENT BALANCE DUE: \$77.28

TRANSMITTAL

04/26/13

There can be possible consequences associated with non-payment of a telephone debt. Unpaid family expenses a note, we may recommend to our client that account be transferred to the best of professional judgment.

Send correspondence after this payment, to this collection agency at P.O. BOX 17221, WILMINGTON, DE 19850.

Transworld Systems Inc. reserves that reserves are a PR best policy.

Please send payment to: Sample Client, 123 Main Street, Petoskey CA 94952. Our Client's Power: 800-111-2222 X 1240

This is an attempt to collect a debt. Any information obtained will be used for that purpose. This is a communication from a debt collector. Calls to us from this company may be monitored or recorded for quality assurance.

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Philadelphia, New York, Dallas, Phoenix, San Francisco, CA

COLLECTION

285T 000742415 THX138 0007728



100005 L046-3

TRANSWORLD SYSTEMS INC.
507 PRUDENTIAL ROAD HORSHAM, PA 19044 877-420-4789 OFFICE HOURS: 8AM - 5PM ET MONDAY - FRIDAY



SAMPLE DEBTOR
1234 STREETNAME
ACADEMA PA 17082

April 29, 2013

SAMPLE CLIENT
ACCT #: 2859T-000742415
CLIENT REF: THX1138

Sample Debtor:

Thank you.

We have been notified that your above-referenced account has been paid. The creditor has requested that we extend their thanks for your cooperation in resolving this account.

Your relationship is considered a valuable asset and should a future need arise, our client's services are at your disposal.

Sample Client
123 Main Street
Petaluma CA 94952

Our Client's Phone:
800-111-2222 X 1240

g

Sincerely,
Transworld Systems Inc.

This is an attempt to collect a debt. Any information obtained will be used for that purpose. This is a communication from a debt collector. Calls to or from this company may be monitored or recorded for quality assurance.

Notice: See Reverse Side for Important Information.

We are required under some states' laws to notify consumers of certain rights as detailed in the list on the back of this notice. Consumers have rights under state and federal law that are not described in this letter or in the list on the back of this notice.

Philadelphia, New York, Dallas, Phoenix, San Francisco, Chicago, Atlanta, Los Angeles, Boston



COLLECTION AGENCY



Optional
&
Free

Thank You Letter



Easy to Use Client Portal

The screenshot displays the tsi online client portal interface. At the top left is the tsi logo and the slogan "We get cash flowing." The top right features the text "ONLINE CLIENT PORTAL" and navigation links for "TRAINING", "CONTACT US", and "LOGOUT". Below this, the user is identified as "Demo User - 409H0 -Demo". A search bar labeled "Global Account Search" is present, along with a "GO" button and contact information for the sales representative: "Email your Sales Rep: DEMO REP (707) 236-3800". A navigation menu includes "Account Overview", "Accelerator", "Profit Recovery", "Collections", "Marketplace", "Support Center", and "Alerts".

The main content area is titled "Profit Recovery Services" and includes a yellow box with the text: "Diplomatic Third Party Intervention - Typically Used at 60-90 Days Formerly Phase 1 / Written Demands". Below this, a blue banner instructs the user to "Enter Debtor information in the fields below for Profit Recovery and click 'Continue'".

The form itself is for entering debtor information. It starts with a radio button selection for "Individual" (selected) or "Business". Fields include: "First Name*", "Last Name*", "Company Name**", "Attn (optional)", "Address*", "Zip Code*", "City*", "State*" (set to Alabama), "Country*" (set to United States), "Primary Phone:" with a help link, "Social Security #:" with a help link, "Transmittal #:" (optional), "Reference:" (optional), "Date of Debt*" with a calendar icon and example date, "Date of Last Pay:" with a calendar icon and example date, "Total Amount Due*" with a dollar sign and example amount, and "Service Requested*" (set to Diplomatic). Asterisks indicate required fields, and double asterisks indicate fields required for business accounts only. A checkbox for "Printed on Profit Recovery Demands" is also present.

- **Online client portal for submitting accounts & reporting** *Demo Available
- **Free client launch & support**
- **24/7 access**
- **Free training for your staff**

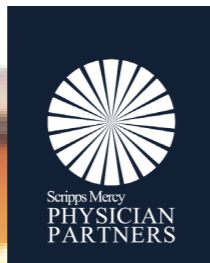
Marketing Updates

Dustin Brown - COO

Ashley Ruppel - Projects Lead

- **NEW Website LIVE (scrippsamg.com)** - January 20, 2016
- **Patient App LIVE** - March 3, 2016
- **Tri-Folds / Printed Materials / Posters** - June, 2016
- **Digital Marketing Campaigns** - June thru September, 2016
- **Universal Patient Portal** - June, 2016
- **Cloud Based Scheduling** - In Review
- **Survey Responses** - Will resend to today's attendees that have not replied. Your answers greatly help us improve our services!

- **Over 700 BAAs Signed!!**
- **Send and receive labs from Scripps, LabCorp & Quest**
- **Imaging Healthcare** (in process, May estimate)
- **Scripps Imaging & Dictations** (requested)
- **Retrospective data loads from all vendors** (requested)
- **Concurrent access to all records** (available now)
- **Universal Patient Portal Sync** (June)
- **Have you updated your Privacy Practice Toolkit**



Physician Resource Center Showcase

SPECIAL EVENT - April 14, 2016

MEDICARE PENALTIES & BONUSES BEING PREPARED FOR WHAT'S AHEAD

**BY CHRIS EMPER, JD, MBD - NEXTGEN HEALTHCARE
DIRECTOR, GOVERNMENT & INDUSTRY AFFAIRS**

- What you need to know about Merit-based Incentive Payment System (MIPS) and Alternative Payment Models (APMs)
- How to avoid upcoming penalties with your Medicare Fee-for-Service patients
- What's required of your practice to transition to "Value Based Payments"
- Learn about CMS's newest CPT code Chronic Care Management (CCM)

VENDOR BOOTH FAIR

- Physician Resource Center Corporate Affiliate Partners will be present to offer pertinent information and preferred products & services for your practice

EXCITING GIVEAWAYS AND MORE!

- Don't miss your opportunity to win a new Acer Laptop, Amazon Kindle, Apple iPad, or Cohen Restaurant Gift Cards
- Delicious food, wine, and other beverages will be served

EVENT DETAILS

LOCATION

Scripps Mercy Hospital, San Diego
West Auditorium (downstairs)

DATE

Thursday, April 14th, 2016

TIME

5:30p - 7:30p

RSVP

619-359-6600

RSVP TODAY!

CO-HOSTED BY





Member Benefits Request

As a member of Physician Partners, there are a wide array of member benefits that are available to you and your practice at no cost or at preferred pricing. Want more info? Check the services that could benefit you, and we will be in touch.

ACCOUNTING SERVICES

- Accounting & bookkeeping services
- Tax preparation & consultation

CLINICAL CONNECTIVITY

- FREE cloud-based diagnostic (lab / rad) network
- HIPAA compliant & MU2 certified

COLLECTION SERVICES

- Diplomatically increase revenue on overdue patient balances and unpaid insurance claims

CONSULTING SERVICES

- Healthcare, practice consulting
- Global employment law & consulting

CREDIT CARD PROCESSING

- Save \$1000s on your merchant processing
- Easily manage high-deductible patients

EHR / MU SERVICES

- Preferred pricing on EHR, practice management, & billing software

EMPLOYMENT LAW & BUSINESS LAW

- Global employment law and consulting
- Auditing of policies & practices

FINANCIAL PLANNING

- Wealth management & financial / retirement planning services

INTERNSHIP RESOURCES

- Interns available in health administration, public health, & allied health

I.T. & COMPUTER SUPPORT

- Small business I.T. & networking
- 1 hour FREE consultation!

MALPRACTICE COVERAGE

- 5% savings on CAP-MPT malpractice coverage
- \$700 average savings / physician

MEDICAL / OFFICE SUPPLIES

- 8% - 20%+ savings on medical supplies
- 10% - 20% savings on office supplies

MEDICAL WASTE REMOVAL

- Up to 40% savings vs. competitors
- A local San Diego-based company

PATIENT REMINDER

- Cloud-based HIPAA compliant patient reminder technology

PRACTICE MARKETING

- Increase your online exposure to new patients
- Activate your FREE turn-key website!

REAL ESTATE

- Commercial real estate & leasing services
- Project & construction management

RX SAVINGS CARDS

- Savings of up to 50% on popular medications
- Tool for patients with little / no coverage

STAFFING SOLUTIONS

- Save 10% on healthcare staffing solutions
- Extensive screening & risk-free evaluations

PHYSICIAN / PRACTICE NAME

POINT OF CONTACT NAME

PHONE / EMAIL

Once completed, please fax this form to [619-632-5736](tel:619-632-5736) or email it to contact@partnersdocs.com

CMS & Payer Updates

Natalie Nelson - Physician Services Manager

CMS & Payer Updates



- **CMS**

- Estimates MU final rule by May 1, 2016
- Webinar by CMS on May 4, 2016
 - MU, MIPS, ACOs

- **Payer Updates**

- Cigna Contract - Reimbursement Update
- Looking at new Workers' Comp contracts
- Other

Group Discussion

