

Transformative Healthcare with Lisa Vanderhoof

What do they do? Transformative HealthCare, a locally-owned healthcare logistics company focused on helping our client healthcare facilities improve patient outcomes, increase service quality and efficiency, and reduce costs across the healthcare system.

What are we doing for them? Profit Recovery Written Notices and TSI Collections

What gave TSI the competitive edge? Customizing our process to fit the clients needs. They want to us Profit Recovery after one statement.

GuideWell Health – Diagnostic Clinic with Gene Rodriguez

What do they do? Their unique team-based model of care integrates primary care, specialists, imaging, laboratory and other services to provide patients with convenience, superior outcomes and a great experience.

What are we doing for them?

- Profit Recovery Plus – for an older practice management software they are closing out and didn't want to have to take the phone calls or report payments.
- Profit Recovery – for their new practice management software and more current A/R (they handle reporting payments and handle the phone calls in-house).
- Collections – for older accounts and mail returns.

What gave TSI the competitive edge? One of the people we presented to used TSI at a previous medical practice and had great results and really pushed to get us in.

IASIS Physicians Organization with Lisa Swan

What do they do? Iasis is a healthcare system operating in more than a dozen States – they operate hospitals as well as physician groups.

What are we doing for them? We have been given a 6-month 'test' for the 8 physician groups that are currently on NextGen, but will be transitioning to Cerner later this year. However, they have already introduced me to the Cerner executives who will be in charge of their new billing operation to get a conversation going about creating an interface for that software. TSI will be providing Profit Recovery services via the NextGen interface for these physician groups, in order to provide a more comprehensive and automated pre-collect system before their billing service writes off the accounts to Collections.

What gave TSI the competitive edge? TSI's interface with NextGen

I met the Iasis Revenue Cycle Director at last November's MGMA conference in San Francisco and they were most impressed by our interface with NextGen. They also know that their billing service was not doing much more than sending statements and then writing off the accounts to collections, however, they didn't have the capability of doing the follow-up contacts themselves. It's a Win-Win for both the practices as well as their billing service, since the client will realize greater pre write-off revenue and the billing service will participate in their net share as well because they will be posting the payments into NextGen and handling the inbound phone calls from the patients.