



MSO DEVELOPMENT PLAN

<u>RESOURCES</u>	<u>CONTACT INFORMATION</u>
------------------	----------------------------

I. BUSINESS DEVELOPMENT

1. Credentialing		
2. Market Analysis		
3. Physician Recruitment/Contracts		
4. Practice Acquisitions/Affiliations		

II. CENTRAL BUSINESS OFFICE (CBO)

1. Account Resolution		
2. A/R Management		
3. Denial Management		
4. Electronic Claims Submission		
5. EOB Imaging and Indexing		
6. Payment Processing		
7. Reconciliation and Audits		
8. Self-pay Management		

III. CLINICAL SERVICES

1. Coding		
2. Clinical Quality		

IV. CONTRACT MANAGEMENT

1. Contract Compliance and Analysis		
2. Contract Tracking		
3. Fee Schedule Maintenance		
4. Payor Contract Negotiations		

“Advisors to the Best in Medicine”

<u>RESOURCES</u>	<u>CONTACT INFORMATION</u>
------------------	----------------------------

V. DATA MANAGEMENT

1. Compliance with Health System		
2. Data Integrity		
3. EMR		
4. Interfaces		
5. Lab and Radiology Systems		
6. Maintain Financial Systems		
7. Monitor and Manage IT System		
8. Practice Management System		
9. Reporting and Management Analysis		
10. Security		
11. System Training		

VI. FACILITIES MANAGEMENT

1. Building Maintenance		
2. Contract Compliance		
3. Materials Management		
4. Reporting and Analysis		
5. Vendor Selection Management		

VII. FINANCIAL MANAGEMENT

1. Accounts Payable		
2. Accounts Receivable		
3. Cash Management		
4. Financial Decision Support		
5. General Accounting		
6. Reporting		

“Advisors to the Best in Medicine”

<u>RESOURCES</u>	<u>CONTACT INFORMATION</u>
------------------	----------------------------

VIII. HUMAN RESOURCES

1. Benefits Administration		
2. Clinic Staff Compensation		
3. Employee Policies		
4. Payroll		
5. Recruiting		
6. Staff Training/Development		

IX. IT SUPPORT

1. Clearing House		
2. Communications Networking		
3. Desktop Support		
4. Hardware		
5. Help Desk Triage		
6. Interfaces		
7. Provider Data Center Management		
8. Support for Practice Management		

X. MARKETING

1. Branding		
2. Corporate Communications		
3. Hospital Entity Marketing		
4. Intranet		
5. Physician Portal		
6. Practice and Physician Groups		
7. Service Line Marketing		

“Advisors to the Best in Medicine”

<u>RESOURCES</u>	<u>CONTACT INFORMATION</u>
------------------	----------------------------

XI. PHYSICIAN DEVELOPMENT

1. Physician Compensation and Benefits		
2. Physician Education		
3. Provider Productivity/Performance		

XII. PRACTICE MANAGEMENT

1. Client Services		
2. Financial Reporting Standards		
3. Manage and Monitor Compliance		

XIII. PRACTICE OPERATIONS

1. Audits		
2. Benchmarking		
3. Contract Analysis		
4. Practice Assessments		
5. Process Redesign		
6. Strategic Alignment Consulting		
7. System Selection		

XIV. REGULATORY AND COMPLIANCE

1. Communication Plan		
2. Conduct Internal Monitoring and Audits		
3. Conduct Training		
4. Enforce Disciplinary Action		
5. Implement and Manage Compliance Plans		
6. Maintain Standard Policies and Procedures		
7. Monitor OIG/HIPAA/OSHA Regulations		

“Advisors to the Best in Medicine”