

Practice Transition

“What to Expect”

MANAGED CARE

- Access to HTPN Managed Care contracts
- HTPN group number for Medicare, Medicaid

BILLING & COLLECTIONS

- Use of Allscripts Vision PM System
- Provides billing and collection services
- Charge entry at practice level
- Claim rejection and denial management
- HTPN fee schedule
- Electronic scheduler
- Policies and procedures in place for bad debt, charity care and payment plans
- Uninsured time of service discount policy
- Web based training

INFORMATION SERVICES

- Connected to Baylor network
- Cabling required that meets BIS standards
- Non-Baylor software/programs not supported
- Computers must meet required specifications to be placed on network
- Provides practice computer support
- Practice employees utilize Baylor email addresses

CASH HANDLING

- On-site safe. Practice responsible for front desk policies and procedures. All monies (even if not posted yet to billing system) deposited daily in safe for weekly pickup
- Check scanning for immediate deposit to bank
- Day end close process where practice enters charges and deposits into spreadsheet and must daily account for variances on the cash (such as physician held a ticket or diagnosis not given)
- Person that takes the cash is not the person who posts the cash at the practice level
- Bank reconciliation occurs in Accounting
- HTPN credit card machine on-site
- HTPN cash drawer. Petty cash upon request

FINANCIAL REPORTING

- Accounts payable reports
- Cash financials
- E-books- Overhead analysis, Staffing reports, Payor Mix, Physician production summaries
- Billing and collection information
- Referral trend monitoring

ACCOUNTS PAYABLE

- Coded at practice level using system codes and then paid from HTPN accounting
- Payables must be supported by actual invoices

MEDICAL RECORDS

- Electronic Health Record
- Format based on clinic specialty
- Required forms for patient registration and HIPAA activities

HUMAN RESOURCES

- Paid 26 times per year or every two weeks
- Baylor benefit package- practice pays the “Baylor paid” portion
- Recruitment of employees occurs at local level. Posted on Baylor website
- Required orientation for all new employees at corporate Human Resources. Clinical personnel have an additional orientation for skill set assessment and completion of required competency checklist
- Background check and employee physical required on all employees prior to start date
- Performance management process for performance improvement and yearly merit increases
- Majority of employees, except management, become non-exempt and eligible for overtime
- Employees record times in and out through the computer. Manager approves payroll every two weeks for all employees
- Employees are placed in a job classification which correlates to responsibilities and pay ranges



HEALTH TEXAS

PROVIDER NETWORK

 Affiliated with Baylor Health Care System

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Dallas, TX 75206
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COMPLIANCE

- Baylor Learning Network required lessons for all employees, including physicians on ethics, HIPAA security, other pertinent topics
- Regular newsletters on coding information, answers to questions
- Annual required physician coding reviews with corporate coders
- All contracts reviewed and approved by legal and can only be signed by HTPN Chief Administrative Officer

SAFETY

- OSHA program guidelines established by HTPN

VENDORS

- Practice can choose own vendors based on needs / value, while following vendor due diligence policy
- HTPN has established preferred relationships with vendors

PROFESSIONAL LIABILITY INSURANCE

- Self-insured for malpractice coverage at \$1M/\$3M, occurrence level
- Physicians must switch to HTPN provided insurance. Physicians must pay for any tail fees associated with cancelling liability insurance under prior practice

MANAGEMENT

- HTPN overhead fees support: Accounting/Finance, Information Services, Human Resources, Risk Management, Legal, Physician Recruitment, etc.

MARKETING

- Support for HTPN physicians- announcement cards, practice web site, physician collateral, social media, liaison activity, advertising

PATIENT SATISFACTION

- Patient satisfaction survey reports available real time
- HTPN wide service excellence committee

BEST CARE

- Current focus on preventive and diabetes care, with plans to quickly include heart failure, asthma, and depression
- Quality Forums offered, all physicians and mid-levels are invited to attend

PATIENT SAFETY

- Patient Safety (PS) Committee focused on activities to support and enhance the safety of our patients; i.e., PS Pledge, PS Liaisons, PS rounds, Unexpected Patient Events, PS Liaison Newsletter, Employee Flu Vaccination Campaign, Handwashing Campaign, to name a few

PHYSICIAN COMPENSATION

- Each practice has its own compensation model, which divides up the practice's operating margin (revenue minus expenses) based on relative productivity metrics. The HTPN Finance Department consults with the practice to ensure the model is in compliance and approved by BHCS before implementation.



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