Table of Contents

Membership Tracking 2
President’s Message– Kourtney Nett 3
Past President Spotlight– Scott Reed 4
Volunteer Spotlight– Nick Ficklin 5
People vs Mission written by Lee Ellis 6
Pictures from the Spring 2016 Institute 7
Next KY Chapter Events 8
Upcoming HFMA Events 9
KY Chapter Sponsors 10
Risk Function Alignment 11-12
KY Chapter Organizational Chart 13
Anniversaries 14
Contact Information 15
Platinum Sponsors 14-15
We are in the home stretch of the membership year and the KY Chapter needs your help with membership! HFMA national is currently running a **$100 off membership** dues through May 2017 for all **new** members. **Through the end of April, the KY Chapter will discount the membership dues another $100.** After both discounts are applied, the membership dues for a new member would only be **$213**! All new members will receive a complimentary registration to a KY event as well as the numerous regular benefits of being an HFMA member. Please contact Nick Ficklin (nficklin@blueandco.com) if you are interested in joining.
When I first volunteered with the Kentucky Chapter of HFMA almost 10 years ago, I could never have imagined how much this organization would come to mean to me. It has provided me with so much more than I ever expected, including some lifelong friendships formed along the way. So, this is it – my last newsletter as President. I knew this year was going to be challenging and demanding, yet rewarding and fun at the same time. I have volunteered in a number of capacities over the last 10 years, and always had the opportunity to work with many of the Chapter’s volunteers. It wasn’t until this year that I got the bird’s eye view of all of our volunteer contributions. I have truly been blown away by the commitment and dedication of our Board members and volunteers, and it has been a privilege to serve the Chapter alongside this team. Collectively there are thousands and thousands of hours contributed to the Chapter each year, all to make sure the member experience is the best it can be.

Because of their hard work, the Kentucky Chapter has achieved a silver award for education hours per member (18.8 hours per member this year), a silver award for member certification (9.4% of members certified this year, up from 8.1% in prior year), and as of the printing of this newsletter we are just 6 members shy of our membership goal – I know we are going to get there!

In addition, we experienced some great successes along the way. We introduced an online agenda that allowed members to access conference agendas, session information and presentations on their tablets and smart phones. We co-hosted a very successful Tri-State conference in its new location, Cincinnati, and we made a tremendous impact on those in need in our very own communities by filling kits for the homeless at the Winter Institute’s Chapter Charity Challenge. The year culminated with our 50th Anniversary Celebration of the Kentucky Chapter at the Spring Education Institute, where we celebrate the history of the Chapter and recognized our Past Presidents who helped to shape the Chapter into the successful organization that it is today.

Our newly elected leadership team is about to attend the National Leadership Training Conference in Ft. Lauderdale in late April. There they will attend sessions led by National HFMA and volunteers from other Chapters who will present best practices and offer advice and guidance to the leadership team in fulfilling their roles for the upcoming year. I know the Chapter is in excellent hands as I pass the baton to Bill Leachman, your 2016-2017 President.

It has been an honor to serve as your President this year. One thing I know for sure, HFMA has been and will continue to be a place I call home - I look forward to continuing my involvement with the Chapter in the future and to seeing you at an event in 2016.
Scott Reed

President during chapter year: 2013-14

Current employer and title: Norton Healthcare, Director of Finance

Family: Wife, Kristina, Daughters, Veronica (6) and Sloane (4)

Most difficult part about being president of the Ky Chapter of HFMA:

Besides managing your day job and leading the Chapter, I would say the most difficult part of being president is grasping that you cannot do everything yourself. Developing a vision for the chapter and trying to carry it with the help of so many people coming from different backgrounds and experiences can be very challenging especially when you only have a year to try and make that vision a reality.

Most rewarding part about being president of the chapter:

Without a doubt the most rewarding part of being president is the friendships you develop along the way. The relationships extend well beyond your local chapter as you get the opportunity to attend many national events and work closely with people all across the country.

Favorite memory from presidential year:

There are too many great memories to list, but one of the best experiences that I will never forget was the fall presidents meeting in Jamaica. Staying at a resort with everyone from the region created a bonding experience that will carry on for years to come.

Looking back is there anything you would do differently:

Your goal is to always strive to make the chapter better. If I were to do anything differently, it would have been to take more risks on trying new things for the chapter.

Any advice you would have for current/future presidents?

The experience to be president of the Kentucky Chapter of HFMA has been one of the most rewarding experiences of my professional career. Despite the hard work and extra hours, I have received everything I put into the organization back tenfold.

What has changed since your presidential year?

I definitely have been able to devote more attention to my day job since the end of my tenure on the board. As it relates to HFMA, there are so many new faces and it is great to see new leadership share the same passion you had for leading the chapter to success. I will also say that I find myself attending a lot more of the education tracks versus helping facilitate the meetings.
Current chapter role and responsibilities – VP of Membership

Employer/job title – Healthcare Consulting Manager at Blue & Co., LLC

Family consists of - Wife Lyndsay and dog Lola

When you were young what did you want to be when you grew up – Professional football player

Favorite college team - IU

What music is on your phone – A little bit of everything but mostly country

Favorite song – I have too many to count

Favorite movie – Remember the Titans

TV shows – Walking Dead, 30 for 30, Big Bang Theory, The Office, Entourage

Hobbies – Exercising, golf, watching all sports, concerts

Most prized possession – Great friends and family

Something that most people don’t know about you – Donated bone marrow to a stranger last year

Pet peeve - Tardiness

How do you relax – Golf or sitting on a beach somewhere

Guilty pleasure - Sweets

Dream job – Professional golfer
Most recent event

Spring 2016 Institute  Louisville, KY

LEADING with HONOR
Leadership Lessons from the Hanoi Hilton

Lee Ellis
FOREWORD BY SENATOR JOHN MCCAIN

hfma™
kentucky chapter
healthcare financial management association

HFMA LEARNING SERIES

HFMA LEARNING SERIES

HFMA LEARNING SERIES

Abraham Lincoln has been repeatedly voted as our most popular president, probably because he achieved great results in the face of incredibly difficult circumstances. But did you ever stop to think, how did he do it? What was his secret and what are the keys to success of the “greatest leaders?” In a survey where I posed these questions to hundreds of managers and supervisors when facilitating leadership development at several large corporations, overall attributes fell into four areas of leadership—Trust, Relationships, Results, and Emotional Intelligence.

The best leaders exhibit qualities from all of these areas; however, Results and Relationships behaviors were mentioned more often than all the others. In fact, more than 85% of the population tilts toward one and struggles with the other.

**What’s wrong with being out of balance?** The idea of balancing results and relationships is nothing new; but if we assume that character is the foundation of leadership, then there should be an inner motivation to balance accomplishing the mission (get results) and take care of the people (build relationships). If you don’t get results, you can’t be truly successful and if you don’t take care of your people, some will quit and leave and some will quit and stay. Neither one is viable.

**Identify your natural bent.** How can you know and what can you do about it? Begin by examining the two columns below and deciding which list of behaviors best describes your “natural” talents.

<table>
<thead>
<tr>
<th><strong>Results Oriented</strong></th>
<th><strong>Relationship Oriented</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>* Take charge, decisive</td>
<td>* Encouraging, supportive</td>
</tr>
<tr>
<td>* Introverted, focused</td>
<td>* Trusting</td>
</tr>
<tr>
<td>* High standards, task oriented</td>
<td>* Good listener</td>
</tr>
<tr>
<td>* Challenging, speaks directly</td>
<td>* Gives positive feedback</td>
</tr>
<tr>
<td>* Logical, organized</td>
<td>* Concerned and caring</td>
</tr>
<tr>
<td>* Skeptical</td>
<td>* Develops others</td>
</tr>
</tbody>
</table>

**How do you gain a better balance?** First, accept the fact that most of your strengths are natural—we are born with them and naturally out of balance. To get better, we have to change by learning some new skills (behaviors). You don’t need to give up who you are, but augment your strengths by adapting new behaviors that will make you more effective and bring you more in balance.

**Results-oriented leaders need to soften up.** If this is your style, just the idea of softening seems anathema; but developing good interpersonal skills is what’s needed to make you a better leader. You know it—you just don’t want to go there. For example, learning to patiently listen, really understand, and then affirm the ideas of others can feel very uncomfortable. For some, the needed skill might be learning to give specific, positive feedback. It takes intentional courage for a thick-skinned, results-oriented person to be a good leader and do these “people” things that are so important.

**Relationship-oriented leaders need to toughen up.** For this leadership style, learning to be more decisive and more direct in giving guidance and setting standards is the goal. Conducting difficult conversations is essential to keep the organization and individual team members moving ahead toward successful execution. It may be intimidating, so plan out what you are going to say and then courageously deliver your message.

**Small changes pay big returns.** No matter which side of the balance scales you’re on, adapting new behaviors on your weak side even at small levels will lead to significant improvements. The key to growth is changing your behaviors under the daily pressures of life and work; there is no other way. Achieving a better balance is worth the effort. To dive deeper on this topic, download a free copy of my infographic at www.LeadingWithHonor.com.
NEXT KY CHAPTER EVENTS

KHA Program  May 12-13

Lexington Center/ Hyatt Regency Lexington
401 High Street
Lexington, KY 40507

KHA Program Agenda

KY CPA Healthcare Conference  May 18th

Gratzer Education Center, Louisville
1735 Alliant Avenue
Louisville, KY 40299

KY CPA Agenda
### Upcoming HFMA Events

For more information about our upcoming meetings please [visit our website](#).

<table>
<thead>
<tr>
<th>Meeting</th>
<th>Dates</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>KHA Convention</td>
<td>May 12-13th</td>
<td>Lexington, KY</td>
</tr>
<tr>
<td>KY CPA Healthcare Conference</td>
<td>May 18th</td>
<td>Louisville, KY</td>
</tr>
<tr>
<td>Annual National Institute</td>
<td>June 27-29th</td>
<td>Las Vegas, NV</td>
</tr>
<tr>
<td>KY Summer Institute</td>
<td>July 28-29th</td>
<td>Lexington, KY</td>
</tr>
<tr>
<td>KY Fall Institute</td>
<td>October 20-21</td>
<td>Louisville, KY</td>
</tr>
</tbody>
</table>
KY Chapter Sponsors

Be sure to check out all of our 2015-2016 sponsors by clicking on their names

Platinum Sponsorship:

<table>
<thead>
<tr>
<th>Sponsor Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>experience BKD</td>
</tr>
<tr>
<td>Commerce Bank</td>
</tr>
<tr>
<td>DEANDORTON</td>
</tr>
<tr>
<td>MEdS</td>
</tr>
</tbody>
</table>

Gold Sponsorship:

<table>
<thead>
<tr>
<th>Sponsor Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cleverly &amp; Associates</td>
</tr>
<tr>
<td>Med A/Rx</td>
</tr>
<tr>
<td>Revenue Recovery Corporation</td>
</tr>
<tr>
<td>Zirmed, Inc.</td>
</tr>
<tr>
<td>Credit Bureau Systems, Inc.</td>
</tr>
</tbody>
</table>

Silver Sponsorship:

<table>
<thead>
<tr>
<th>Sponsor Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>American Express Healthcare Solutions</td>
</tr>
<tr>
<td>Healthcare Strategy Group</td>
</tr>
<tr>
<td>MedAssist Solutions</td>
</tr>
</tbody>
</table>

Bronze Sponsorship:

<table>
<thead>
<tr>
<th>Sponsor Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avadyne Health/Revenue Cycle Partner</td>
</tr>
<tr>
<td>Berlin-Wheeler Receivables</td>
</tr>
<tr>
<td>Bottom Line Systems</td>
</tr>
<tr>
<td>Claim Services, Inc.</td>
</tr>
<tr>
<td>Collection Associates, LLC</td>
</tr>
<tr>
<td>Dressman, Benzinger &amp; LaVelle, PSC</td>
</tr>
<tr>
<td>Ernst &amp; Young</td>
</tr>
<tr>
<td>Franklin Collection Services, Inc.</td>
</tr>
<tr>
<td>Frost-Arnett</td>
</tr>
<tr>
<td>GLA Collection Company</td>
</tr>
<tr>
<td>HIS Financial Services</td>
</tr>
<tr>
<td>Medical Reimbursements of America</td>
</tr>
<tr>
<td>MedShield, Inc.</td>
</tr>
<tr>
<td>Mountjoy Chilton Medley, LLP</td>
</tr>
<tr>
<td>Patientco</td>
</tr>
<tr>
<td>PNC Healthcare</td>
</tr>
<tr>
<td>ProAssurance Casualty Co.</td>
</tr>
<tr>
<td>Quadax</td>
</tr>
<tr>
<td>RevSpring, Inc.</td>
</tr>
<tr>
<td>RSource</td>
</tr>
<tr>
<td>Rycan- Revenue Cycle Solutions</td>
</tr>
<tr>
<td>UCB, Inc.</td>
</tr>
</tbody>
</table>

Interested in becoming a corporate sponsor? Please [click here](#) for more information
Health organizations face unprecedented pressure to improve quality, increase transparency and reduce costs in order to drive greater value to patients. Concurrently, they are up against a rising tide of regulatory scrutiny that requires increased monitoring and reporting to a myriad of stakeholders. All of this directly impacts the bottom line and helps drive sustainability.

In an attempt to address the heightened risk landscape, health companies have invested in establishing necessary risk mitigation structures and functions. However, these groups are still often improperly resourced, under-recognized, and uncoordinated.

How often have you heard: “Didn’t X group just audit this area?” “How was this determined to be a significant risk?” “Who’s responsible for looking at <insert any given risk topic>?” “We don’t have the resources we need to audit Y.” “What’s the difference between group A and group B?”

In this ever-present cost and value conundrum, companies should take a pragmatic approach to defining, aligning and enabling the risk mitigating groups within the organization in order to realize the most benefit. This starts with three key actions: 1) clarify functional mandates; 2) coordinate the enterprise risk assessment and audit planning; and 3) develop and utilize common tools and enablers.

Clarify functional mandates
Each risk function — Compliance, internal audit, legal, insurable risk management, financial controls, etc. — serves a distinct role in the risk mitigation activities of an organization. These functions require some unique skills and capabilities in order to carry out their mandate. However, many organizations fail at defining the purpose and mandate of each risk function, which results in organizational confusion, siloed activities and business fatigue due to multiple uncoordinated interactions with the various risk functions.

By defining the purpose and mandate of each risk function, the organization at large can better identify where specific risk monitoring activities should reside, educate the organization accordingly and gain coverage by the function most apt to doing so. Additionally, this exercise can shed light on redundancies and gaps within the existing risk management infrastructure and present an opportunity to calibrate.

Coordinate enterprise risk assessment (ERA) efforts and audit planning/delivery
In many organizations, internal audit drives the enterprise risk assessment process, the results of which serve as a key input to the annual internal audit plan. Other risk functions also perform audit or monitoring activities as part of their annual work plans — whether at the mandate of regulators and the terms of contractual arrangements, for financial reporting purposes, post-risk event investigation, etc. When each risk function conducts their audit planning in isolation, the result is redundancy, resource misuse and overall ineffective audits.
Risk functions should engage the business jointly on the risks facing their ability to achieve objectives, evaluate the auditable risks together and determine which function is best suited to perform the associated monitoring activities. The audit plan should be developed jointly and presented to the audit committee as such. By doing so, there is a holistic view of the risk management activities of the organization and greater comfort that efforts are being directed to the risks that matter most.

**Develop and utilize common tools, enablers and protocols**

In professional services, driving consistency throughout the client experience is one of the most critical aspects of our jobs. To do so, we build common tools, enablers, communication protocols and methods to take the guesswork out of the process. This same approach can be applied to aligned risk functions. A standard language and methodology for identifying, evaluating, measuring and reporting risk creates greater efficiency and supports improved interaction with the business.

Specific elements to consider standardizing include:

- **Risk rating definitions** — A “high” risk rating should mean the same whether it’s assigned by internal audit, compliance or any other auditing function of the organization. Unifying the rating systems goes a long way toward improving awareness of risk on the part of the end user and organization at large.

- **Common issue tracking and follow up processes** — Having a singular tracking system enables an enterprise-wide view of issues and pain points for monitoring and reporting purposes. This also allows management to make decisions on where resources should be committed to address areas of greatest exposure.

- **Audit notification and status reporting** — Clients value clarity and consistency in the customer experience. The more risk functions can bring this to the audit process – from planning through reporting – the more efficient audits will be for the risk function as well as the business.

- **Communication protocols among the risk functions** — Communication is the cornerstone of any successful relationship and that’s no different here. The issues businesses face today have a complex mix of strategic, operational, reputational, financial and compliance implications. Risk functions need to maintain open lines of regular communication to ensure these are appropriately addressed.

We know that organizational risk is most often created by the action (or inaction) of many, yet the management and ownership of risk mitigation is often compartmentalized within discrete functional areas. This increases cost and reduces value in a sector that can simply no longer afford it.

By taking these actions, the health care companies of tomorrow can build strategic risk functions and maximize their risk management investment. However, in order for these actions to take hold, they require the enthusiastic support of the highest levels of leadership and the board. Concerted efforts need to be made to educate all employees on the structure, what they can expect from these functions and what is expected of them. This requires patience, persistence and a spirit of collaboration which, in time, will result in a strong risk culture across the organization.
KENTUCKY CHAPTER
HFMA
ORGANIZATIONAL CHART
2015-2016

President
Kourtney Nett

KHA Liaison
Steve Miller

Finance Committee
Tony Miranda
Steve Miller
Jim Morris
Shane Whittington

President-Elect
Bill Leachman

Chapter Assistant

Treasurer
Jennifer Williams

Directors
Elaine Fraim (2)
Shellie Shouse (2)
Shelley Gast (1)
Jonathan Hendricks (1)
Past President
Don Frank

VP of Education/LINK
Chris Graff

Secretary
Jennifer Thomas

Assistant Secretary
Becca Burrus

Assistant Treasurer - Registration/Cash Receipts
Rachel Meade

Assistant Treasurer - Cash Disbursements/Reporting
Ben Hayden

Assistant Treasurer - Registration/Cash Receipts
Rachel Meade

Assistant Treasurer - Cash Disbursements/Reporting
Ben Hayden

Past President
Don Frank

Assistant Treasurer - Registration/Cash Receipts
Rachel Meade

Nominating Committee
Don Frank

Chapter Policy Committee
Chris Wooley

Past President
Advisory
Theresa Scholl

VP of Communications
Mark Kircher

Newsletter
Becca Burrus

Membership Chair
Adam Blackwell

Membership Directory
Andrew Clark

Student Membership
Karen Clancy

Sponsorship
Kelly Setters

Programs
Summer Institute:
Co-Chairs: Lucia Mar and Greg Mosser
Director: Shelley Gast

Fall Institute:
Director: Shellie Shouse

Winter Institute:
Co-Chairs: Jim Brill and Lynn Musselwhite
Director: Jonathan Hendricks

Spring Institute:
Co-Chairs: Amy Karp and Lynn Musselwhite
Director: Jonathan Hendricks

PFS Workshop:
Chair: Lorraine Wood

Yerger Awards
Jeneane Whitaker

Certification
Cindy Sharpe
Vincent Coale

Marketing
Bill Underwood

Social Media Chair
Becca Burrus

Student Membership
Karen Clancy

Rural Health/Reimbursement
Dale Skagg

Mentor Program
Katie Black
Mary McKinley

Community Service
Kyle Monroe

Webmaster
Harrison White

Volunteer Committee
Trae Christian

GO BEYOND
Happy Anniversary!

40 years
Thomas M. Hales

35 years
Elaine R. Hayes
Robert D. Bibelhauser
Michael T. Rust

25 years
Larry M. Carlton
Mary V. McKinley

20 years
Lennis B. Thompson
Dale B. Skaggs
Kirk W. Strack

15 years
Rebecca H. Harris
Mathew R. Klein
Tom Walton
Angela Shockley
Mark A. Layman
Lynn A. Tanner

10 years
Jennifer L. Williams
Bill Underwood
Meg Edwards
James R. Ferriell
William M. Snapp
Adam T. Blackwell
Christy Spitser
David L. Meek

5 years
Brad Sorgi
Ed Delp
Victor Goodin
Jill R. Grabeel
Joy Yager
Connie Farmer

1 year
Garth Kilburn
Nicole M. Engelbrecht
Michael H. Gray
Scott McDaniel
Kelly A. Miller
Christopher D. Poteet
Leslie C. Legel
Charles William Smither
David H. Meier
Kathleen Exline
Clay Owsley
Amy R. Harris
Lorie Potter
Richard Douglas Ricker
John Whaling
Ann Duffin
MEMBERSHIP APPLICATIONS:
Nick Ficklin  
Phone: 502-992-3490  
nficklin@blueandco.com

RECOMMEND SPEAKERS:
Chris Graff  
Phone: 502-217-8309  
christophergraff@kentuckyonehealth.org

BECOME A SPONSOR:
Kelly Setters  
Phone: 800-319-1405  
ksetters@patientaccounts.org

SUBMIT ARTICLES:
Becca Burrus  
Phone: 502-992-3827  
rburrus@blueandco.com

CERTIFICATION:
Cindy Sharp  
Phone: 502-213-8796  
Cindy.sharp@passporthealthplan.com

VOLUNTEER:
Trae Christian  
Phone: 502-523-0636  
tchristian@frost-arnett.com
Platinum Sponsors

BKD National Health Care Group

Where are you headed? Navigating the health care industry can be challenging. BKD National Health Care Group can help. Our 500 dedicated professionals understand the issues you face. Experience how our guidance can help you bypass obstacles and forge ahead with certainty.

BKD is proud to support the Kentucky Chapter of the HFMA.

David Kottak // Bill Leachman // Mary McKinley // Chris Woosley
502.581.0435 // bkd.com

experience BKD LLP

CREDIT SOLUTIONS LLC

Proven Revenue Cycle Solutions that includes:
Extended Business Office Programs, Insurance Follow Up,
Full range of Bad Debt Collection Services, System Cleanup Recovery
Projects, and Payment Plan Monitoring Programs.
Call us Today at 859-273-2477

2277 Thunderstick Drive, Suite 400 | Lexington, Kentucky 40505
www.cs-llc.com | info@cs-llc.com

We are responsive.
We are caring.
We are advocates.

Blue & Co.’s breadth and depth of expertise is unmatched across the Healthcare Industry in our region. Our team of experienced professionals understands the unique challenges faced by healthcare providers. We deliver strategies and customized services to help you operate effectively and efficiently. Our healthcare specialists provide practical solutions with professionalism, enthusiasm and integrity.

Essential business services. Targeted to meet your needs.

• Enterprise Risk Management
• Group Purchasing
• Medicare/Medicaid Compliance
• Productivity Improvement
• Financial/Tax Reporting
• Long-Term Care
• Physician Services
• Revenue Cycle Improvement

502.992.3500 blueandco.com
Platinum Sponsors

Revenue Cycle Management: A Deeper Dive

Dean Dorton’s next healthcare survey is delving into the revenue cycle — organizational structure and governance, physician integration trends and dynamics, changes in technology, performance indicators, and much more.

We want to hear your opinion!

Survey participants are provided with early access to the report and are eligible to receive customized reviews of their organization compared to overall results.

To participate, or for more information, contact: Adam Shewmaker, ashewmaker@deandorton.com.

Learn more about our services:
859.255.2341
502.589.6050

DEANDORTON
DEAN DORTON ALLEN FORD, PLLC
BUSINESS ADVISORS CPAs CONSULTANTS
deandorton.com

M.E.D.S.
MEDICAID ELIGIBILITY & DENIAL SOLUTIONS

Helping providers is our business.
Helping patients is our reward

MEDS is an industry leader in Eligibility processing services. Our proven methods have produced unprecedented results for our clients. Our Eligibility Specialists are highly trained, highly compassionate individuals with a complete understanding of both the patient and hospital needs. MEDS will support our valued clients with adoption strategies in response to the implementation of the Affordable Care Act. The majority of our patient advocates are Certified Application Counselors and are adept at helping patients enroll for health insurance coverage through the marketplace. Our patient advocates will diligently work to obtain timely program approvals for Medicaid, SSW/SSDI, or any entitlement/charity program available.

Our Eligibility Specialists are deployed at the client’s designated access points at the facilities to ensure we can complete our interview and discovery process while the patient is at your facility. The staffing model deployed is customized to each facility based on peak times and desired coverage for specific intake points. Our Eligibility Specialists conduct point of entry and bed-side interviews of uninsured and underinsured patients to determine the potential sources of reimbursement. The MEDS team will follow-up and follow-through with your patients in order to complete the eligibility determination. MEDS offers a full continuum of services to assist your pre-visit efforts including securing patient payment before or at Point of Service.

866.826.1539 • www.BHS-MEDS.com