



## Healthcare Management & Revenue Services

Revenue management is a key driver for success in the healthcare industry. Effective processes and infrastructures not only keep your organization solvent, but also move it forward. Revenue cycle control and governance are the foundation for providing stellar healthcare services to your community.

The Northcross Group (NCG) brings a unique blend of expertise from the fields of healthcare, finance, and technology. This cross-disciplined approach gives you a competitive advantage by leveraging our broad and innovative insights to conquer even the most daunting revenue cycle challenges. We work across all levels of our clients' organizations to find areas for improvement, efficiency gains, and revenue enhancements. NCG works proactively with our clients, strategizing, planning, and implementing success plans that deliver monetary gains.

NCG works with healthcare systems, hospitals, and physicians, expertly balancing our client's short and long term objectives. The approach is practical. We create value quickly and then turn those gains into a forward-thinking, adaptable system that serves your needs into the future. Our execution-focused methodology delivers across key performance indicators. NCG delivers quantifiable results through the use of technology tools and benchmarking data, so you reap the benefits of concrete, verifiable successes.

### Services

- Executive & Strategic Consulting
- Administration & Management Consulting
- Data Extraction & Analysis
- Automated Tools & Reporting
- Assessments & Audits
- Interim Director/Manager Support

### Support Areas

- Practice Expansions & Mergers
- Process Assessment & Improvement
- Policy & Procedure Development
- Payer Requirement & Compliance Training
- Practice Analysis & Governance
- Charge Capture & Revenue Controls
- Cash Posting & Denial Management

## About NCG

The Northcross Group (NCG) is a New England based firm providing business system and technology services. NCG makes it our business to ensure that technology serves our clients, allowing them to meet business goals, gain competitive advantage, enhance security, implement governance, ensure compliance, and stabilize operations.

We have expertise in a broad range of industries and across technology disciplines. NCG consultants bring a blend of technical and business acumen with a proven track record in the public, private, and non-profit sectors. We approach business challenges head-on and figure out the most effective way to leverage technology to reach objectives. We work with you and provide support to help ensure tangible business value.

NCG uses disciplined processes, refined from decades of experience. Flexibility is a cornerstone of our industry-tested methodologies—giving NCG the ability to adapt to changing environments and needs. We strive to build lasting relationships with our clients, contributing to their ongoing success.

NCG recognizes that each client is different. They face their own distinct combination of business challenges. Our team's solid experience allows us to tailor lessons learned, industry standards and best practices to your individual operations, giving you the tools you need to move confidently toward your goals. This specificity ensures market viability and a solid financial footing to guide your organization through the challenges of an evolving healthcare industry.

### Practice Management Assistance

Using a “people, process and data” approach, the NCG consulting team creates constructive working relationships between medical providers and healthcare systems. We assist clients in building these critical relationships, and restoring and repairing them if they've been damaged. NCG functions as a non-legal representative to navigate the complexities of a healthcare provider's practice.

Our proficiency in technology and data systems allows us to take a targeted, yet multi-faceted approach to data. We illuminate data from every imaginable perspective. Streamlined reporting, communications, and collaboration have the greatest impact.

### Revenue Cycle/Operations Improvement

NCG's management and technical consulting engages every stage of the revenue cycle. First, we gain a thorough understanding of your operations to identify the key opportunities to build the most value.

We assess the situation and craft a straight-forward roadmap to effective, cost conscious and professional patient accounts receivable management. We work with you to maximize cash flow, while maintaining an acceptable accounts receivable balance. Key to this approach is an ever vigilant eye to decreasing accounts receivable days outstanding.

### Scheduling and Registration

NCG establishes a bedrock of scheduling and registration policies, processes, procedures, and training. This foundation is an effective platform for gathering complete and accurate patient demographics, financial, and medical diagnostic information and includes benefit verification and up-front collections.

### Charge Capture

NCG builds the crucial framework to properly code clinical service charges with the correct revenue and Health Care Procedure Coding (HCPC) to ensure appropriate reimbursement. This includes making sure that charge capture is convenient for clinical areas and that revenue controls are in place, while data flows between registration, clinical and financial systems are facilitated.

### Billing, Account Follow-up and Collections

NCG provides patient accounting governance systems that measure performance and monitor aging accounts receivable. The NCG team helps define and implement new service billing procedures and supporting system modifications.

### Cash Posting and Denial Management

NCG delivers process improvements by analyzing data and procedures to reduce the occurrences of denials. We implement governance tools that track and measure denial reduction and streamlining resolution performance. NCG produces staff-level training materials and conducts onsite or virtual training sessions.

[www.northcrossgroup.com](http://www.northcrossgroup.com)  
[info@northcrossgroup.com](mailto:info@northcrossgroup.com)

100 Middle Street  
East Tower, #203  
Portland, Maine 04101  
Phone 207.699.5540  
Fax 207.699.2113