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SynClaim Health

www.synclaimhealth.com

COMPANY PROFILE

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1) Company History & Overview

SynClaim Health LLC is a healthcare IT company that focuses on medical billing and is a leading provider of revenue cycle management solutions to healthcare providers and healthcare systems in the United States. SynClaim Health LLC was founded in 2026, having years of experience and a rate of 99%. We have been delivering revenue cycle management and medical billing solutions to a variety of practices (Electrophysiology, Cardiovascular Disease, General Surgery, Psychiatry, Pediatrics, Podiatry, Internal Medicine, Gastroenterology, Dermatology, Family Practice, Mental Health, Counseling, Ophthalmology, Chiropractic, Oncology Radiology, Rheumatology, FQHCs, Urgent Care, Speech Therapy, Physical Therapy, and Occupational Therapy).

We optimize revenue cycle management with improved medical billing procedures for healthcare providers ranging from solo practices to extensive multi-provider/facilities. We have a team of medical billing specialists with ongoing training and leveraging best practices for handling medical billing operations from charge entry to payment posting, A/R follow-up, denial management and reporting. In addition to medical billing services, we offer front desk support, medical coding, patient help desk, and credentialing/enrollment to medical practices, including physicians and non-physicians (therapy/counseling practices). In line with that, we also have a dedicated US-based toll-free number and a HIPAA-compatible fax number via RingCentral.



COMPANY HISTORY & OVERVIEW

We have a defined system within our company by following standard operating procedures (SOPs), continuous improvements, HIPAA guidelines, company management structure, sharing of knowledge, constant improvement, professional environment, operational inputs and developments, secure transmission of information, free consultancy, multi-specialty expertise, affirm grip on multiple practice management systems, and insurance policies standards allow us to meet day-to-day challenges as per our client's requirements.

As an experienced medical billing service provider, we serve Healthcare Providers to optimize their revenues and improve Days in Accounts Receivable (DAR) as per MGMA standards and First Time Pass Rate (FTPR). Being capable of handling Full Revenue Cycle Management, from scheduling the patient to reimbursement, we provide assistance, tools, techniques and consultancy to improve the practice's collections and growth and achieve long-term goals. With years of experience in helping medical practices, SynClaim Health LLC can share valuable financial insights that will improve the overall effectiveness of your practice and allow it to grow.



1.1) Why We Are Different

Claims are guaranteed to be submitted accurately on time.

We promise that your cash flow will improve significantly by at least 15%

We have a proven track record of reducing turnaround times for all of our clients' businesses by using electronic billing and aggressively pursuing unpaid claims.

We pride ourselves in staying current with emerging technologies and methods in the medical billing industry.

We frequently offer in-depth reports which allows you to track account receivables or to customize a report that will suit your needs for financial decision making. We also offer a more hands-on option.

We take great pride in our business, our team, and the services we offer. We are a healthcare IT company that has been in the industry for over years. Our commitment to you is to provide the highest level of satisfaction at an affordable price, with the best possible customer experience.



1.2) Company Mission

Our mission is to deliver top-notch services that provide value for money to our clients while maintaining morality/ integrity/decency and adhering to our healthcare industry's rules and regulations. As a medical billing service provider, we collaborate with healthcare professionals to eliminate stress, save time on complex medical billing operations, and offer result-oriented revenue cycle management solutions to help the community by providing an optimum level of care to the patients.

1.3) Company Vision

Our vision is to become the market leader in the healthcare IT sector by offering innovative IT services and technological breakthroughs in accordance with shifting market demands. We want to be the go-to company for all your revenue cycle management needs.

1.4) Company Core Values

Our work ethic is reflected in our fundamental beliefs, which reflect the core values we uphold, which serve as a guide for making decisions. These beliefs are the driving force behind our company and enable us to give back to the community the scalable and comprehensive Revenue Cycle Management solutions that help simplify the work of healthcare providers. Client success implies great patient care - We recognize that one of the core values for healthcare providers is patient care, and their success relies on their financial stability. We are committed to assisting, responding positively to their needs, and addressing their concerns in real time. Employee first approach implies client success - We ensure our employees are dedicated and motivated to provide their best to the company as they are the foundations for our client's success and growth.



1.5) Executive Summary

As a reputable medical billing service provider, we are proud to offer Revenue Cycle Management and medical billing solutions to doctors and other healthcare professionals. We aspire to be the acknowledged authority and dominant force in the medical billing industry. With years of experience, SynClaim Health LLC believes in building lasting relationships with its clients from the very first day. We know the practice requirements and guarantee our availability at all times. Our operations are functional to strictly comply with HIPAA regulations, thanks to our paperless environment and secure information transmission. Our top priority is earning our clients' trust and exceeding their expectations; therefore, we always strive to provide the highest caliber of services and excellent returns on their investments.

1.6) Key to Success

The federal government has been pressing the healthcare sector to file insurance claims electronically since 1985. Therefore, the industry can save millions of dollars each year by using electronic submissions. Currently, almost all pharmaceutical and hospital claims are submitted electronically, with few physicians and dentists to cope with it. As a result of the federal government's dissatisfaction with this scenario, Congress mandated in 1990 that physicians submit claims on behalf of all of their Medicare patients. Numerous physicians were unprepared for this onslaught of paperwork. Doctors are still struggling to escape the paperwork. Throughout the congressional chambers in 1996, motions for the electronic submission of all Medicare claims could be heard. Although there is no obligation, paperwork is still piling up and will only worsen.

Most medical practices are not prepared to handle the shift being said and will be required to comply with the rules and to expand mounds of paper. Outsourcing the procedure to professionals who are willing to do so will allow the practices to save money, get reimbursement from insurance companies much faster, and handle claims accurately.

Few firms can claim that the federal government is entirely behind them. In contrast, our success depends on our ability to be aware of the individuality of every medical practice and will assess each practice’s requirements and provide suggestions for improving their billing efficiency with the the of practice management and revenue cycle management services.

1.7) Precondition Overview

In many ways, running a medical practice is similar to any other type of business, which is why medical practices need to understand that. As practitioners prioritize their patients' needs above all else, it is still imperative to concentrate on generating profits to keep the practice functioning. That necessitates ensuring billing and coding are handled correctly; however, this can be problematic for practitioners, especially since they spend most of their time dealing with patients.

The significance of medical billing cannot be overstated in a time where health reforms are transforming the American healthcare system. SynClaim Health LLC streamlines the practice reimbursement procedure in addition to ensuring the veracity/authenticity of the claim submissions and processing. Medical billing is just a tiny portion of the work we do. Communication with payers, controlling practice revenue through a methodical approach to complete revenue cycle management, effectively managing denied claims, and protecting patient privacy are some of our essential tasks.

Over the years, medical billing has grown to be exceedingly complex; as a result, practitioners were forced to spend more time on administrative activities than patient care. Therefore, working with a competent medical billing service would be advantageous and profitable. You will not feel like a part-time biller or a part-time doctor. If you need help with your billing procedures, SynClaim Health LLC is here to help.



2) Company Achievements

- Successfully audited a couple of practices on their request and highlighted major ongoing issues for financial decision making.
- Current client’s satisfaction has provided us with new referrals due to company’s optimal services.
- Improved Collections by reduced Accounts Receivable.
- Client retention rate of 99%, and 30% returned clients for new projects.
- MIPS Reporting with 100% reimbursements.
- Established and maintained company SOPs and policies in order to improve the quality of service, resulted in more client success.
- Gave the training to Doctor’s office staff (front desk) for process improvement and increased collections by 15%.
- Addressed and resolved Incident-to-billing scenarios of all clients and make their practices Billing Compliant.
- Reviewed the coding of new clients and successfully audited for Coding Compliance.
- Assisted all providers and made successful transition from ICD9 to ICD10 in October 2015.
- Our major achievements include successful data migrations between Practice Management Software, improved collections, MIPS reporting.
- By fostering great communication with medical practices, we ensure client satisfaction. Effective communication enables us to manage multiple tasks in a shorter time span by utilizing our extensive medical billing knowledge.
- Our team follows defined standard operating procedures within the company and new SOPs are being produced and implemented on as needed basis to meet client requirements and daily work schedule.
- Every client is assigned a dedicated Account Manager, a team lead and team of experienced Medical Billing Specialists to liaise with practice staff. This personalized team ensures optimal performance to meet our clients desired quality targets and establish processes to monitor day-to-day and real-time activities.



3) Billing Software

Our staff is well trained on most of the billing software programs available:

Collaborate MD	Medifusion	Ovation2K
Meditouch	Advanced MD	StreamlineMD
Meditech	DrChrono	eClinicalWorks
Lytec	Docutap	Centricity
Athena Health	CareCloud	AllScripts
Kareo	Aprima	Practice Suite
Office Ally	Axxess	Fusion Web Clinic
Therapy Note	CareTracker	Chirotouch
Healthfusion	E-Tech	Intergy
CureMD		

4) Market Segment

SynClaim Health LLC has grown its business and now serves clients in numerous locations around the United States. Our services assist medical practices in meeting all regulatory needs, including CPT/HCPCS Coding and ICD10 Coding compliance, HIPAA guidelines and MIPS, and more. Our clients in multiple states of the USA, like FL, NJ, NY, AZ, IA, IL, and VA, are delighted and have been working with us for several years. SynClaim Health LLC revenue cycle management solutions are available for national healthcare systems. Our solutions are aimed at customer-focused small and medium-sized and extensive multi-practices/facilities, specifically those listed below:

- Solo Practices
- Group Practices
- Employed Physician Practices
- Direct Primary Care
- Physicians and non-physicians
- Other healthcare providers



5) Our Offers

5.1) Premium Audit Report

A medical billing audit report will mention the areas that need improvement for efficient claim processing, reimbursement, and profitability. You will be insulated from issues with compliance, fraudulent billing (over or under-coding), and false claims as we will provide you with a broader view of how your medical practice is doing and offer suggestions for potential remedies to reduce revenue loss.

SynClaim Health LLC can help you with stress-free billing audits and will review your patient's medical records to check for any errors or irregularities. These errors or irregularities may be connected to the dates, billing codes, services provided, or more. We ensure that our clients follow insurance regulations and are promptly reimbursed for their services. However, our initial billing audit outcomes include financial analysis and a summary of the billing procedures for revenue cycle management.

For Financial Analysis and Comparison, the following criteria will be followed for evaluation of your practice:

- **Analyze financial position and Health of the practice**
- **Analysis Collections/revenue by month/year(s) as compared to submitted charges/bills to insurances and patients**
- **Analysis of Pending Accounts Receivable to be collected from payers/ insurances/patients**
- **Days in Accounts Receivable (DAR) VS MGMA standards**
- **First Time Pass Rate (FTPR)**
- **Number of claims submitted each month/year**
- **Number of patients seen by month/year in history**
- **Contracting and fee schedule issues**
- **Payment to charge ratios**
- **Adjustment to charge ratios**

Summary of a billing procedure for revenue cycle management will cover general billing compliance to ensure the practice is streamlined and on track. Additionally, if there are any delays in the billing process that need to be addressed, the audit report will give our clients a complete picture of how their practice is functioning and based on those findings, we will provide suggestions and solutions to improve practice profitability.

Here are some of the RCM functions that a billing audit review will cover to highlight possible areas of improvements:

- Ensure ICD-10 and HCPCS/CPT coding compliance review and suggestion
- Numbers affecting revenue like A/R aging numbers, past trends, charge ratios, days in A/R,FTPR, and number of encounters billed, new patient frequency, credentialing issues, improper adjustments and advise for significantly minimize Accounts Receivable (A/R)backlogs
- Analyze the whole Revenue Cycle Management issues from charges to patient statements to oversee if the billing process is streamlined and how it could be fixed
- Recommendations to improve the practice health
- Improve provider documentation and enhance data reporting

5.2) Free Consultancy

Our Free consultancy offers complete discussion over your practice decision-making free of cost. This implies setting up a new practice, or which billing software is suitable for further operations, managing your practice, front desk training, improving revenue cycle, denial management, patient's billing, fee schedules, SOPs, and much more related to overall Practice Management. We will have a detailed discussion regarding the problems you are facing like low revenues/collections, problems with contracting with insurance companies, handling front desk tasks or too many rejections/denials from the insurances, handling incoming patient calls, selection of practice management system (EHR) and advice on reliable solutions.

5.3) Proven Medical Billing Solutions

We've designed a simple, cost-efficientsolution to help you start and pave yourway to success. You'll gain completecontrol of your claims process with aneasy-to-use interface that makes man-aging and analyzing your claims dataquick and easy. A more efficientrevenue cycle streamlined integrationwith all of your billing systems, includingEHRs, so you can be more efficient inmanaging your practice. You canenhance the financial stability of yourpractice and optimize your revenuecycle management.

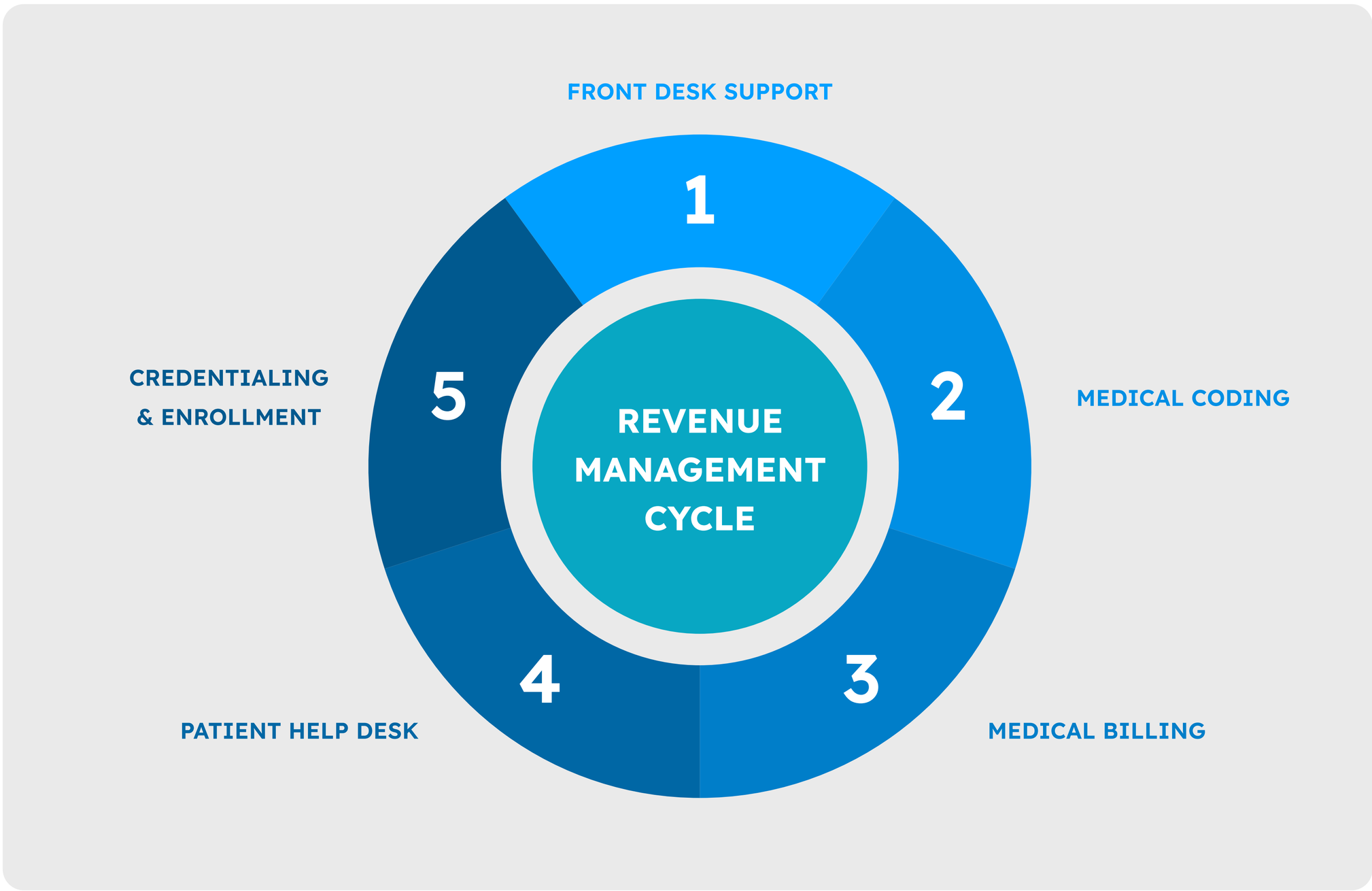


6) Revenue Cycle Management (RCM)

Revenue cycle management is the process of ensuring that a practice's revenue from patient care is maximized. This involves managing the entire process, from identifying and acquiring patients to providing quality care to billing and collection.

Medical revenue cycle management is essential because it helps ensure that patients receive the best possible care. It also helps ensure that healthcare providers receive the payment they are owed for their services. SynClaim Health LLC can help you manage your revenue cycle by providing a centralized point of contact for healthcare providers, collecting payments, and tracking revenue. This can help guarantee that payments are received promptly and that revenue is accurately accounted for.

Without a mechanism to measure crucial financial and operational metrics, you may find yourself reliant on speculation. With our knowledge and market insight you can propel your practice to new heights. We've consolidated all of our resources for managing revenue cycles in one place, and we'll be adding new tools and materials frequently. The following are our complete revenue cycle management solutions:



6.1) Front Desk Support

Front desk support is a specialized role that helps medical practices with their front office tasks to ensure the smooth flow of patients. Such an initiative assists the front medical desk and its staff in organizing, managing, and providing quality patient care.

We provide front desk support to healthcare systems which include:

- Prior authorization request.
- Checking eligibility and benefits.
- Contact insurance/PCP.
- And the final determination of the services rendered.

Our front desk support will profoundly affect your productivity by:

- Cutting down the finances spent on in-house staff.
- Alleviate the risk of medical malpractice litigation.
- Simplifies demanding front desk operations with timely data processing, forwarding approvals, and treatment clearance/authorization.
- Helping practices overwhelmed with incoming calls with scheduling, rescheduling, and canceling appointments.

6.2) Medical Coding

Medical coding is the process of assigning a unique numeric code to each medical diagnosis or procedure as per AMA. This information is then used in billing and record-keeping.

Our medical coding services will help improve your practice consistency by performing verified tasks per existing medical records and ensuring the accurate coding series level to be used with appropriate modifiers before submission. Medical coding also highlights the Evaluation and Management (E&M) levels for medical practice management to ensure accurate reimbursement for each service rendered.

Our medical coding services are simple and flexible which includes:

- CPT and HCPCS coding.
- Diagnosis coding (ICD-10).
- Appending modifiers.
- NCCI edits verification / claim scrubbing.
- Charts review for coding compliance.

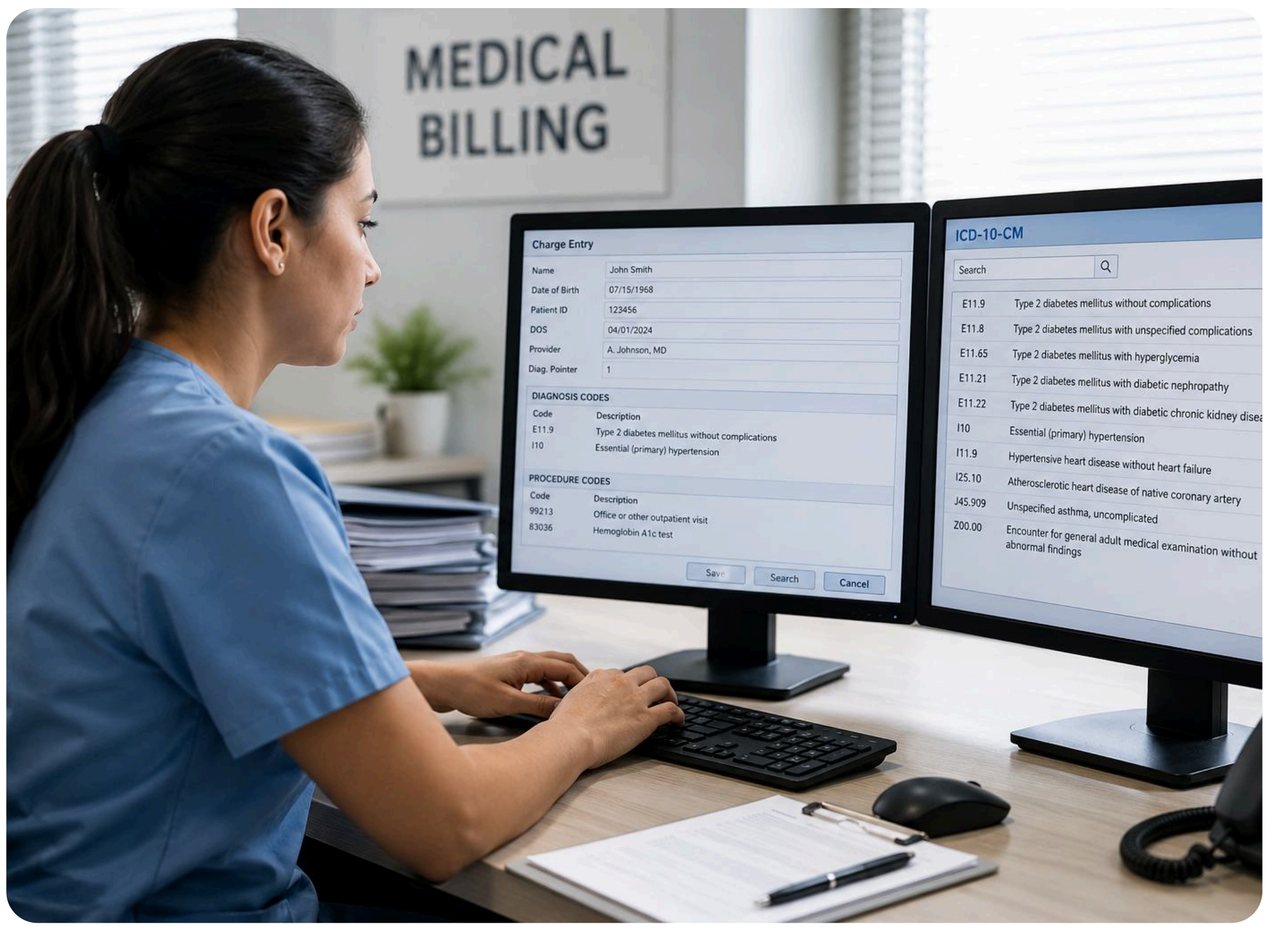
6.3) Medical Billing

Medical billing is the process that includes the recording, classification, and billing of services provided to patients in a manner that is accurate, timely, and fair. Medical billing is also responsible for verifying that the appropriate insurance companies are billed for the services provided. This information is then used to manage costs and ensure patients receive the best care possible.

SynClaim Health LLC can help you with a comprehensive medical billing solution by providing various services, in a timely manner, related to charges, submissions, payments, denials management, reporting, and patient billing. This can help you to get your medical bills paid quickly and easily, which can be beneficial both financially and medically.

We will also help you maintain your monthly collections and revenue cycle with our unique approach to handling the accounts receivable (A/R) and keeping track of billable claims. Our solution improves your billing process, making it easier to bill for services rendered and collect payment. Our medical billing services includes

- Charge Entry
- Claims submission
- Clearinghouse Rejections
- Payment Posting
- Denial Management
- A/R Follow-up on Aging
- Appeals management
- Analysis and Reporting
- Patient Statements and Billing
- Medical Billing Compliance Review



6.4) Patient Help Desk

The patient help desk is a service that provides immediate assistance to patients who have questions about their medical care or need help with their medical problems. The patient helpdesk may provide information about the medical systems and assistance with everything from booking appointments to getting prescriptions filled, answering patient questions, reviewing their statements, sending balance reminder calls, and connecting patients with the appropriate resources.

We have a more thorough method that results in greater satisfaction for you. We assist you in saving time and money by lowering costs, improving your revenue cycle model, and optimizing billing methods customized to your specific needs. Inside your practice and during the billing process, your patients will have courteous, professional assistance uninterrupted.

Our patient help desk services are as follows:

- Patient statements review.
- Outgoing patient calls for missing info.
- Incoming patient calls/inquiries.
- Outgoing balance reminder calls.
- Emailing itemized/additional bills.



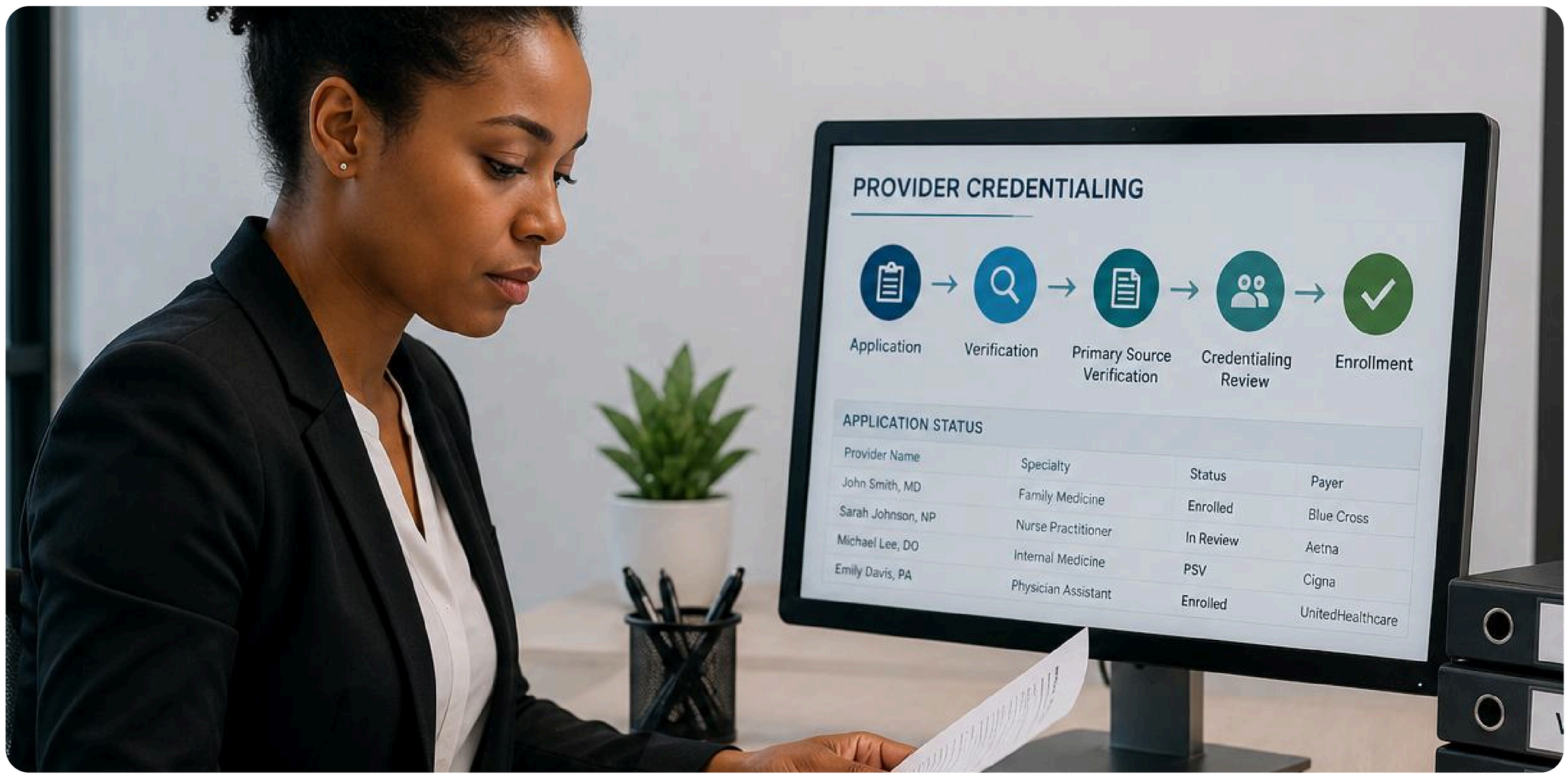
6.5) Credentialing and Enrollment

Medical credentialing and enrollment is the process of verifying that a healthcare professional has the appropriate documents to get enrolled in an insurance facility or program. Additionally, credentialing and enrollment can help ensure that physicians' practice is according to the standards set by insurance companies.

Our credentialing and enrollment services will assist you in contracting with maximum payers by inspecting your credentials and insurance suitability in your best interests and ensuring you are appropriately credentialed and enrolled in participating health plans, allowing you to keep your practice in line with insurance companies.

Our credentialing and enrollment services:

- Payer enrollments
- Demographics update
- CAQH profile / maintenance
- EDI and EFT enrollments
- Insurance web logins (top major payers)



7) Medical Specialties

Some of the major medical specialties we supervise:

- Electrophysiology
- Counseling
- Urgent Care
- Physical Therapy
- Psychiatry
- Family Practice
- Ophthalmology
- Wound Care Management
- Pediatrics
- Infection Disease
- Cardiovascular Disease
- Podiatry
- General Surgery
- Occupational Therapy
- Internal Medicine
- Gastroenterology
- Rheumatology
- Radiology
- Gynecology
- Speech Therapy

8) Quality and HIPAA Compliance

At SynClaim Health LLC, we follow all HIPAA regulations and define policies regarding Patient's PHI and e-PHI (electronic Protected Health Information), which may be disclosed to covered entities (Physicians, Billing Companies, Clearinghouses, and Insurance companies) only after a non-disclosure Business Associate Agreement is signed. In any other case (attorneys, patient's relative), a duly signed non-disclosure authorization form has to be obtained from the patient to authorize the disclosure of protected health information by any means and/or mode of communication. The company has defined protocols to ensure HIPAA compliance within the company and handle incoming/outgoing communications with strict measures.

- Data security and data privacy (HIPAA compliant platform)
- Dedicated phone line and HIPAA compliant fax system
- Your personally identifiable information will be shared in accordance with HIPPA guidelines, and it will be disclosed/divulged for treatment and payment-related purposes.
- Depending on the requirements, it may also be disclosed/divulged for auditing or in case of an emergency.
- Federal and state laws governing the storage of medical information will be observed or com-plied with.
- The individuals will be notified of their rights and be able to access the information if they choose to do so.
- Your health information will be used by our stakeholders for payment-related purposes only.
- Under no circumstances will patient information be released without written consent from the patient. Patient information will only be released to authorized individuals as required by law. In the event of an emergency, patient information may be released without consent if it is necessary to protect the health and safety of others.



9) SynClaim Health LLC Departments

SynClaim Health LLC departments play their role by ensuring that all aspects of the company are functioning correctly with a high level of commitment by keeping focus on client success. This includes ensuring that the company's services are high quality, finances are in order, and employees are adequately trained and supervised.



Business Development

The CRM department manages customer interactions and sales leads. It benefits our clients by making information about SynClaim Health LLC and its services easily accessible and strengthening our competitive edge to increase the potential and add value.



Marketing

The marketing department is responsible for developing and implementing marketing strategies, managing and executing campaigns, monitoring and reporting performance, and supervising the marketing initiatives of the department's numerous divisions.



Human Resources

All facets of employee management are within the purview of our human resources department. Aside from helping us find and hire new employees, they also run programs for our employees' skill development and training, making company policies, and addressing employees' concerns.



Information Technology

Our computer systems and networks are under the general management and control of the IT department. Moreover, they support the upkeep of the security and data of SynClaim Health LLC.



Finance

Responsible for managing all financial operations and activities for SynClaim Health LLC. This entails handling our finances, creating payrolls, and managing and approving the budget.



Administration

The administration department is in charge of the day-to-day operations and ensures that everything runs smoothly for SynClaim Health LLC, the paperwork is accurate, the employees are in good standing, and the policies are being followed.



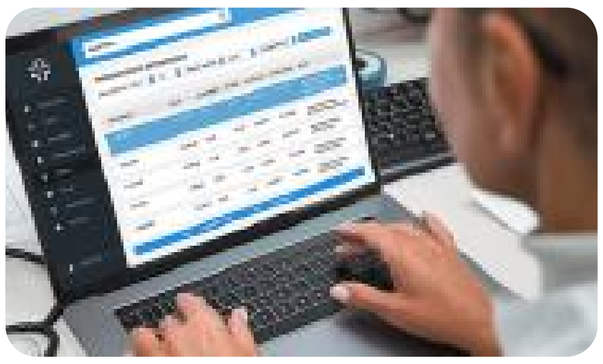
Operations

SynClaim Health LLC Operations department is in charge of all the RCM services provided to our clients to establish proper workflow within the various technical teams.



Front Desk Support

This sub-division is responsible for verifying the procedure's eligibility and coverage, authorizing the patient for the prescribed treatment, and checking other benefits if the patient is eligible or not within the insurance systems.



Medical Coding

The medical Coding sub-division is responsible for assigning the right CPT, and HCPCS code for the services rendered along with any modifiers using ICD-10 and NCCI edits verifications with strictly adhering to the charts review for coding compliance.

DEPARTMENTS



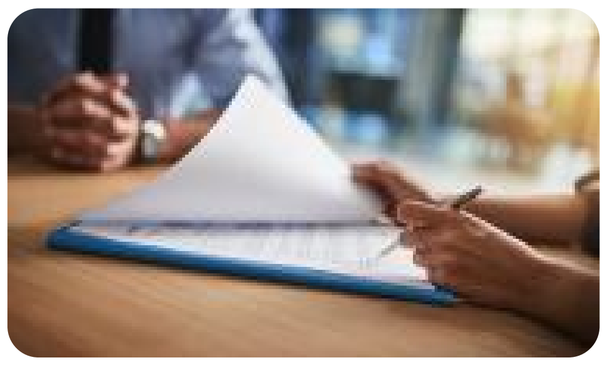
Medical Billing

This subdivision is responsible for entering the charges allocated to the procedure, scrub and submit claims to insurances through clearing house, handling any clearing house rejections, along with denial management and A/R follow-ups, payment postings, appeals management, analysis and reporting, patient statements and billing.



Patient Help Desk

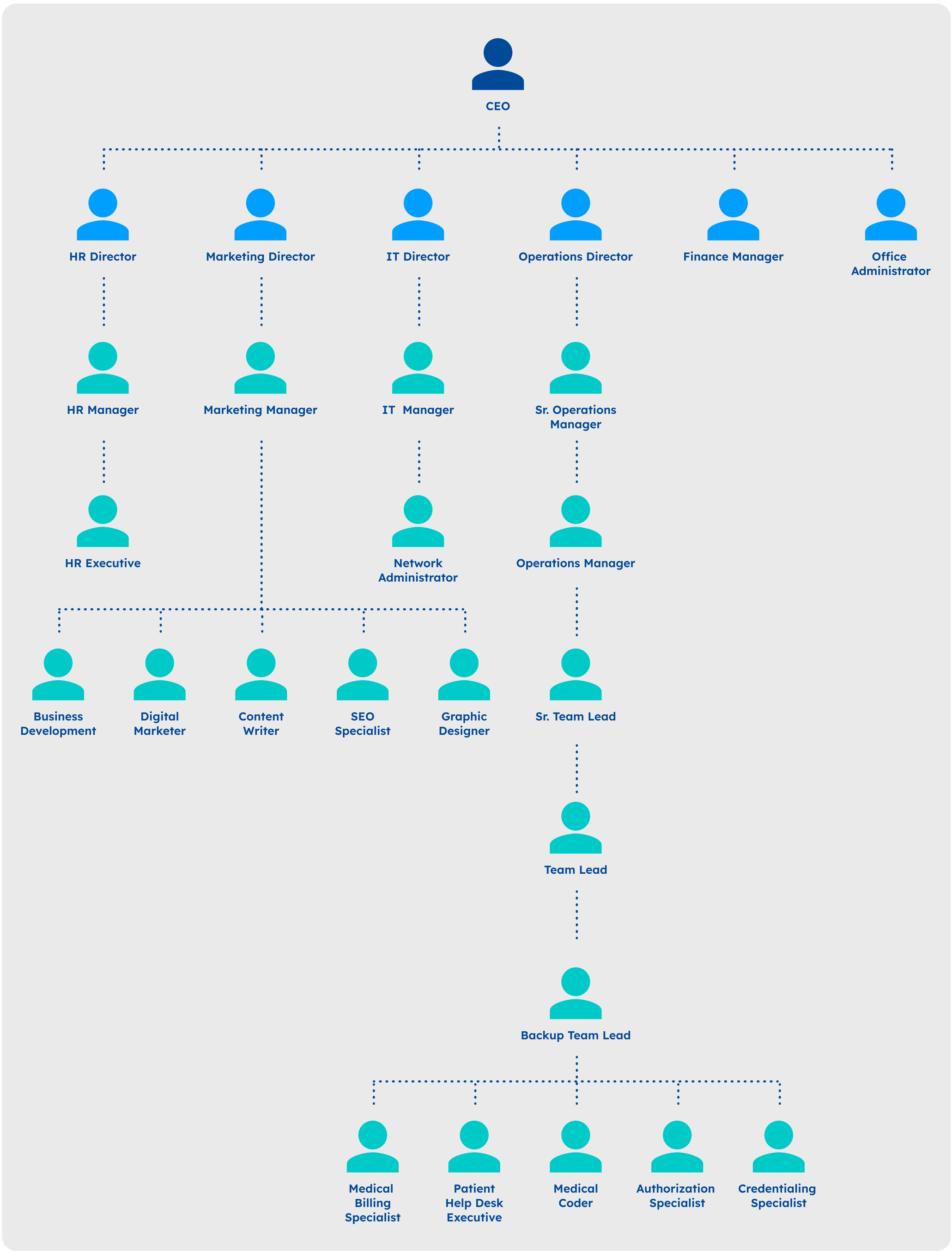
The patient help desk team is responsible for reviewing patient statements, informing them if critical information is missing, answering incoming calls for inquiries, and sending balance reminders to patients with any additional bills.



Credentialing & Enrollment

This subdivision is responsible for contracting practices with appropriate insurance companies (Government or commercial). Update any demographic info, acquire a CAQH ID by contacting an insurance company or enrolling online with CAQH, establish EDI and EFT enrollment, and provide insurance web logins of top significant payers.

10) Organizational Structure



SynClaim Health

SynClaim Health LLC

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