



**ERIN BURKE**  
**HANSEI SOLUTIONS**  
**CEO/FOUNDER**

**ERIN@HANSEISOLUTIONS.COM**

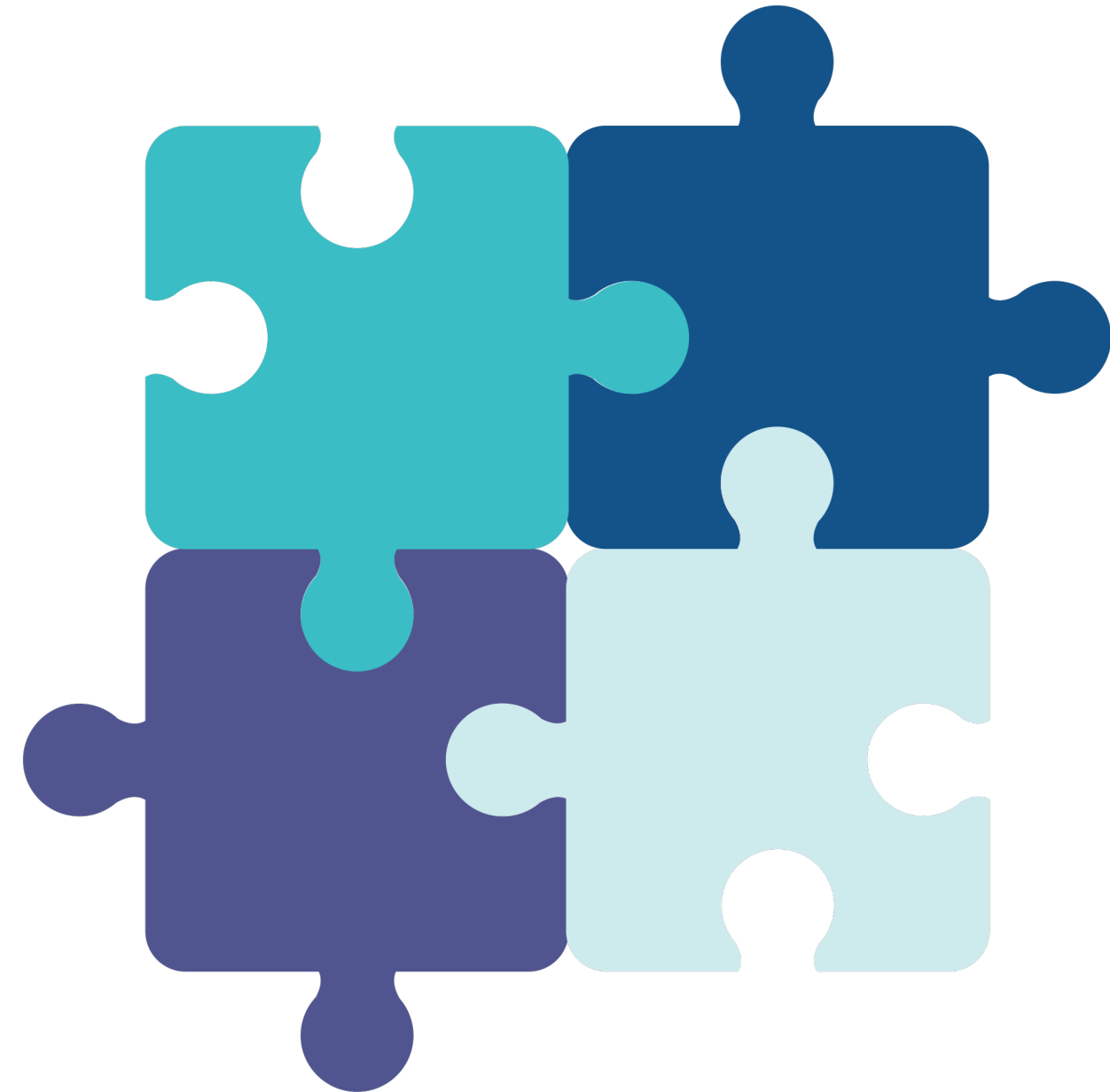
**330-807-4509**

## ABOUT US / QUICK FACTS

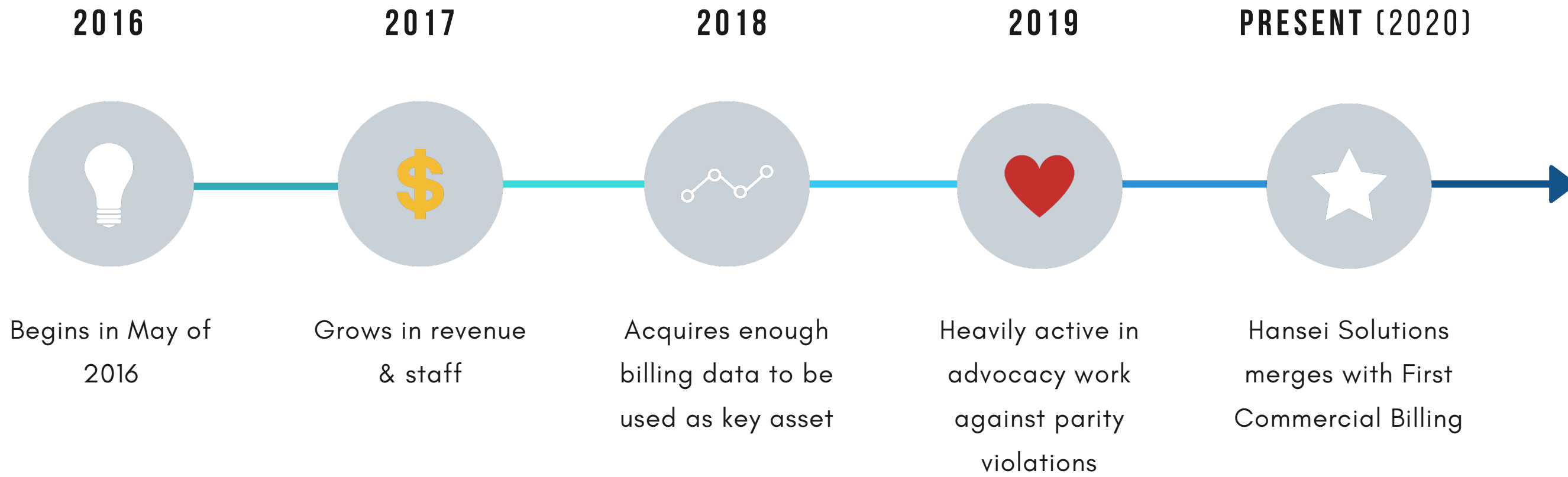
Hansei Solutions is a full-service revenue management firm that specializes in behavioral and mental health billing. Our billing software is able to interface with all EMRs, and we are able to project revenue based off our robust historical data set.

At Hansei we understand that the health of your business is directly correlated to the efficiency of your revenue cycle process. We offer solutions to suit the needs of all facilities from third party billing solutions to in-house transition and maximizing performance.

Our specialists target every component of your business including: Verification of Benefits, licensed clinical Utilization Review, proficient Facility Billing, Collections and AR management, as well as a data analysis team to help identify trends and opportunities for improvement.



THE HANSEI JOURNEY / THROUGH THE YEARS



## HANSEI'S SPECIALIZED SERVICES

1

### VOB

**Verification of Benefits,** with an average turn around time of less than 90 minutes. This includes after-hours & weekend support. Projected reimbursement is provided with Hansei's robust data set.

2

### UR

Full-service **Utilization Review.** Hansei works with several EMRs, to provide a seamless experience. Licensed clinicians able to provide peer reviews. Onsite clinical documentation training.

3

### BILLING

Robust, experienced **Billing** team, cross-trained with understanding in all aspects of RCM: VOBs, Collections, & appeals. Our median, 22-day turnaround and high adjudication rate, ensures timely submission of clean claims.

4

### COLLECTIONS

Our **Collections** team assesses each claim individually & assigns an action item that is carried out within 48 hours. Optimized process generating best results & highest adjudication rates.

5

### AR

**Aged Receivables & Forensic Billing** departments captures outstanding revenue from previous billing. Hansei analyzes all of your previous billed charges & outstanding claims to identify opportunities for uncaptured revenue.

6

### REPORTING

Hansei's most valuable asset is our data. We offer transparency in **Reporting** with all of the data we collect. Weekly billed charges report provided, along with access to live, interactive reporting dashboards.



# VERIFICATION OF BENEFITS

## Facility

Name \_\_\_\_\_ State \_\_\_\_\_ Tax ID \_\_\_\_\_ NPI \_\_\_\_\_

## Subscriber

Name \_\_\_\_\_ SSN \_\_\_\_\_ DOB \_\_\_\_\_

Address \_\_\_\_\_ Gender  F  M

Email \_\_\_\_\_ Phone \_\_\_\_\_

## Patient

Name \_\_\_\_\_ SSN \_\_\_\_\_ DOB \_\_\_\_\_

Relationship N/A Gender  F  M

## Policy

Insurer \_\_\_\_\_ Plan Type HMO Phone # \_\_\_\_\_

Member ID \_\_\_\_\_ Group # \_\_\_\_\_ Effective \_\_\_\_\_

Expiry Term Calendar Year Expires 12.31.2020

Pre-Cert Company \_\_\_\_\_ Fax/URL \_\_\_\_\_ Phone # \_\_\_\_\_

Carve Out Insurer \_\_\_\_\_ BH ID \_\_\_\_\_ Phone # \_\_\_\_\_

BH Claims Address \_\_\_\_\_ Payor ID \_\_\_\_\_

Plan Sponsor Employer Funded  Fully  Self \_\_\_\_\_ Employer \_\_\_\_\_

Primary  Y  N COB on file  Y  N Details \_\_\_\_\_



# VERIFICATION OF BENEFITS

**Flags and Limitations**

TJC/CARF Required  Y  N  DTX  RTC  PHP  IOP RN Required  Y  N LVN Required  Y  N  
 In Grace Period  Y  N Last Payment \_\_\_\_\_ COBRA  Y  N  
 Periodic maximums  Y  N Time Period N/A Details \_\_\_\_\_  
 Limitations on # days  Y  N Details \_\_\_\_\_ Out of state benefits  Y  N  
 Notification Requirement \_\_\_\_\_ Pre-Cert Penalty \_\_\_\_\_  
 Payments go to  Member  Facility Are AOBs accepted  Y  N

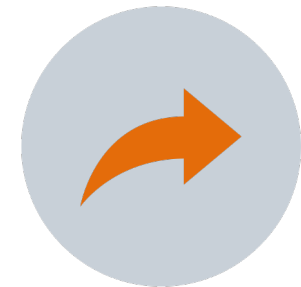
**Flags and Limitations**

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 In Grace Period  Y  N Last Payment \_\_\_\_\_ COBRA  Y  N  
 Periodic maximums  Y  N Time Period N/A Details \_\_\_\_\_  
 Limitations on # days  Y  N Details \_\_\_\_\_ Out of state benefits  Y  N  
 Notification Requirement \_\_\_\_\_ Pre-Cert Penalty \_\_\_\_\_  
 Payments go to  Member  Facility Are AOBs accepted  Y  N

**Reimbursement**

SAD	Substance Abuse		Mental Health		Co-Pay	Notes	
	IN	OON	IN	OON			
AMB							Telehealth Covered
RTC							
PHP							<input type="checkbox"/> Y
IOP							<input type="checkbox"/> Y
OP							<input type="checkbox"/> Y
UAs							

Rate Table N/A Details \_\_\_\_\_ 3<sup>rd</sup> Party Repricing \_\_\_\_\_



PROJECTIONS  
TOOL

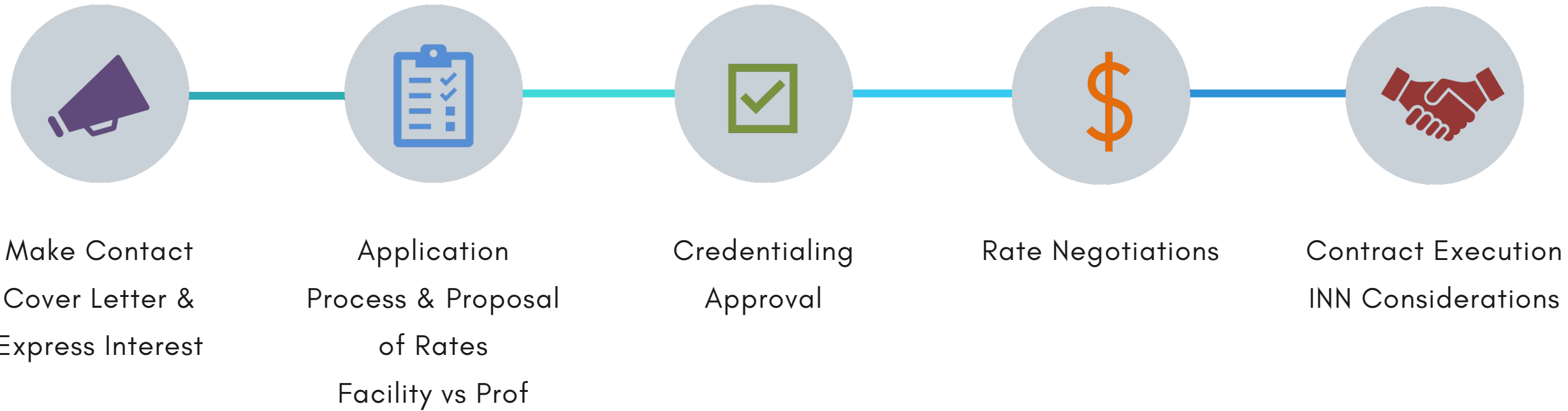
## CLINICAL DOCUMENTATION

- Admission / Discharge Notification - at time of event
- Intake Assessment / Pre-Admission Screening - prior to admission or at time of admission
- ASAM Assessment – 24 hours (if applicable)
- Urine Analysis / Breathalyzer - to be completed at time of admission WITH lab reports uploaded to EMR - then to be completed at least 2-3 times per week at random for inpatient levels of care OR 1-2 times per week at random for day treatment / outpatient levels of care
- History and Physical - 24 hours
- Risk Assessment - 24 hours
- Biopsychosocial Assessment - 72 hours
- Initial Treatment Plan - 24 hours
- Master (or Comprehensive) Treatment Plan - 72 hours
- COWS / CIWAS - 4 times per day for Detox level of care (7 consecutive days at a minimum if on Detox protocol)
- Vitals - 3-4 times per day (with COWS / CIWAS) if on Detox level of care OR daily vitals for RTC and PHP levels of care
- Individual Session Notes - within 24 hours of session (1-2 individual sessions minimum per week)
- Group Session Notes - within 24 hours of session (if excused or on “detox” status the patient should still have a note indicating as such)
- Family Session Notes - within 24 hours of session
- Medical Visit (Medical Progress Note) - within 24 hours of session - at least one session per week for Detox / RTC / PHP levels of care - MUST occur with Addictionologist / Psychiatrist - check VOB as some plans required DAILY MD notes during Detox level of care
- Discharge Summary - within 24 hours of discharge

**NOTE - All records must reflect at least 6 hours of treatment programming per day for Detox / RTC / PHP (including Individual Sessions / Group Sessions / Family Session etc...) - for Detox / RTC levels of care if patient is excused from groups or sessions due to symptom presentation or other extenuating circumstances this needs to be documented in a note**



# CONTRACTING



- ✓ RELATIONSHIPS
- ✓ OUTCOMES
- ✓ CLINICAL ROSTER
- ✓ EVIDENCE BASED & INNOVATIVE
- ✓ PILOT PROGRAMS





## WHAT WE STAND FOR: OUR CORE VALUES

