



Claims to Cash, Quicker.™



Facility Development &amp; Management, LLC

Facility Development & Management, LLC (FDM) provides consultative, developmental and management services to free-standing ambulatory surgery centers throughout the United States. Since its founding in 1992, FDM has successfully developed over 45 centers that are either Medicare certified and/or state licensed. FDM's long-term success in the physician-owned Ambulatory Surgery Center (ASC) market has created a win-win situation for both physicians and their patients. The FDM team's business and clinical acumen gives their clients a superior service through a strong blend of capable people, robust technology, and optimized best practices in operations.

### Partnering with GHN-Online

"GHN-Online's Visum™ solution and service team are an important part of FDM's successful ASC business management model," says Ellen Johnson, chief operating officer at FDM. "Supporting over 1,500 clients in every state nationwide, GHN's team stays on top of relevant challenges and solutions that are important knowledge for FDM's team in effectively supporting its clients. GHN's ability to provide specific edits and rules to overcome the ongoing challenges in the industry, further provides a solid foundation as we work hard to maximize our clients' revenue cycle."

### The Challenge

A New York-based surgery center, a new facility managed by FDM, faced challenges with the fiscal intermediary in getting Medicare set up. GHN-Online's depth of experience with working with the intermediary was a clear advantage for FDM. GHN-Online was selected to help with the set up process with the carrier.

"Over the course of almost a year, GHN helped us work through the various, evolving issues we faced with the Medicare intermediary, even contacting Medicare directly on our behalf and making sure that the Medicare claims were in the right format for the NY intermediary," says Johnson.

"Once again, the GHN-Online team stepped up to the plate and went beyond expectation," says Johnson. "With GHN-Online's vast payer network and relationships with key industry stakeholders to leverage, the FDM and GHN team were able to combat the center's financial challenges, resulting in a dramatic improvement in cash flow."

### The Solution

After incorporating one-to-one training sessions, the FDM billing staff became more knowledgeable and self-sufficient with their daily interactions with GHN's Visum system. The FDM team finds Visum to be both comprehensive and intuitive. The team can more easily submit claims, monitor each claim's status, make any necessary corrections, and track the timely payment results. FDM appreciates the hierarchy of Visum to run flexible reports that provide comparative data between surgery centers and payers to more effectively attain greater results.

### AT A GLANCE:

#### Partnering with GHN-Online -

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#### The Solution -

"GHN-Online's Visum technology and its competent team truly serves as an extension to the FDM team," says Johnson. "We look forward to seeing additional value that GHN-Online has to offer in 2009 with additional services, such as coding validation and merchant services."

#### The Results -

"We know we can rely on GHN both for our immediate needs and for delivering the right technology into the future that will further differentiate us in the market," says Johnson.

"We are very impressed with the submission status report that continuously provides updates throughout the claim life cycle," says Johnson. "The tool is very descriptive showing both inbound and outbound claim files. If the presented information is not updating or is in error, the system allows us to drill down into the claim to take immediate action on the identified issue."

FDM's staff realizes the various limitations of paper EOBs and have begun to utilize GHN's Electronic Remittance Advice (ERA) solution. The ERA solution provides standardized views of payment information days faster and the flexibility to run various reports to limit any denial management efforts. Working closely together, FDM and GHN-Online was able to put rules in place to maximize operational efficiencies including claims-to-cash turnaround times.

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## The Results

"We have stayed committed to our partnership with GHN-Online for years because of the comprehensive technology that continues to evolve to further maximize claim processing results as well as their strong service team that is willing to work as an extension to our team when we need them," says Johnson. "We know we can rely on GHN both for our immediate needs and for delivering the right technology into the future that will further differentiate us in the market."

## About GHN-Online

GHN-Online, Inc., healthcare's leading provider of real-time claims management and end-to-end transaction processing solutions, delivered the industry's first Internet-based preadjudicated claims management tools. HIPAA-compliant and enterprise-class, GHN offers the simplest and fastest claims-to-cash solution, anywhere™. With an open architecture that easily integrates all stakeholders in the healthcare reimbursement model, GHN solutions drive a 100 percent claims acceptance rate. GHN's intuitive and format-agnostic capabilities enable instantaneous, complete and accurate electronic claims transactions for thousands of healthcare payers and providers throughout North America. Founded in 1999, GHN-Online is headquartered in Dallas, Texas. For further information contact [sales@ghnonline.com](mailto:sales@ghnonline.com) or call 214.696.5717. URL: [www.ghnonline.com](http://www.ghnonline.com).

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