



**Where Healthcare Turns for Quality,  
Customer-Centric Focus and Savings**



## CODING SERVICES

### Delivering the right people and technology

Synernet is committed to quality in everything we do, from the training of our staff, to the relationships with our clients.

- Improve coding turnaround times
- Strengthen financial outcomes

### Consistent Quality and Value

#### U.S. Based and Quality Assurance

- Performed by experienced credentialed coding professionals
- Inpatient, outpatient, surgery/procedures, emergency department, and ancillaries
- Coverage for staff absences and overflow – temporary or permanent
- Meets AHIMA standards for 95% coding accuracy
- Analysis and solutions for backlogs

#### Customer Service

#### Personal Service and Reporting

Quarterly meetings with Synernet's Medical Director of Coding Services include reviews of coding performance, timeliness and customer service.

- Work Flow Reviews and QA Reporting

### Technology Neutral

#### Flexibility, Best Practices and Experience

Synernet's depth in the industry and experience has led to integration with nearly all healthcare systems. This knowledge base allows Synernet to securely connect to HIS, HIM or EHR systems and utilize the client's existing encoder.

- Synernet's flexible solution
- Data Integration to HIM or EHR System

**100%**  
**Credentialed**  
**Coding**  
**Professionals**



## MEDICAL TRANSCRIPTION

### Fast, Accurate and Secure

Hospitals, surgical centers and physician practices turn to Synernet for professional medical transcription that leverages technology to produce a flexible, fast and extremely accurate solution to their transcription needs.

- U.S. based Director, Management, QA and Supervisors
- U.S. based Medical Transcriptionists
- Strategically located in 30 states
- 24/7/365 coverage
- Fast Turnaround Times (TAT): Meet or Exceed Industry Standards

**100%**  
**US-Based**  
**Employees**

### Dolbey Fusion

#### Scale, Experience and Value

Synernet is a proud partner of the Dolbey Fusion Suite™ with extensive experience with Fusion Voice®, Fusion Text®, Fusion Expert® and Fusion SpeechEMR®. Working with clients across the U.S. to bring a solution that is flexible, cost effective and extremely accurate.

- Scale and Volume
- Hundreds of Clients Across Seven U.S. States
- Millions of Lines Transcribed a Year
- Voice Recognition Back-end Editing and/or Medical Transcription from Voice Files
- Application Level Encryption

### Technology Neutral

#### Flexibility, Best Practices and Experience

Synernet's depth in the industry and experience has led to integration with nearly all EMR, HIS or PAC systems.

- Report Integration to EMR, HIS or PAC Systems
- Provider Convenience – Flexible Solutions
- Voice to Text Medical Transcription
- Voice Recognition Back-end Edited

**99%**  
**Quality**  
**Assurance**



## CREDENTIALS VERIFICATION

### Focus on Quality, Turnaround and Customer Service

When you partner with Synernet's Credentials Verification (CVO), you'll likely wish you'd done so earlier. Synernet's scale, proven systems and dedication of specialists to the task make for quicker turnaround and more complete files.

- Audit report flags potentially adverse information for easy follow-up
- Improve efficiency and compliance with a scaled process
- Save valuable time by unburdening staff

### Compliance and Certification

#### Single Focus and Commitment

- Primary source verification in accordance with state licensing, NCQA, AAAHC and JCAHO standards
  - Specialists certified by the National Association of Medical Staff Service.

#### Web-Based Reporting

##### Secure and Protected

- View the Application and all supporting documents, including all verification items
- Download or email all or any images at any time

#### Scale Advantage

##### Staff depth and complete team approach eliminate coverage gaps

As a Synernet Credentials Verification client, your credentialing effort will never be slowed by vacations or other manpower issues. Because of Synernet's scale, your account will be assigned to a full team that provides coverage at all times in all phases of the engagement.

Getting started promises to be easier, too, because Synernet's manpower and experience make for quicker set-up of systems and assimilation of the assignment into day-to-day schedules.

**25+ Years**  
*of Industry  
Leadership*



## PROVIDER ENROLLMENT SERVICES

### Revenue Cycle Starts with Enrollment Analysis

To decrease delays in reimbursement healthcare organizations utilize Synernet's PES to enroll employed providers

- Forms and applications for Medicare, Medicaid and all third party commercial payors
  - Communication and follow-up with all payors
  - Enrollment model encompasses all aspects of a facility's mode of business
  - Tracking and trending of payor enrollment
  - CAQH maintenance
  - Medicare Revalidations

**HIPAA/HITECH  
Compliant  
and Secure**

### Technology

#### Apogee Module

Technology is the foundation for improving processes and accessibility of forms/documents critical to the insurance enrollment process. Synernet's PES partners with Morrisey Associates to offer a site license of Apogee to manage the enrollment process.

- MSOW and/or Apogee site-license enabling data entry, customized processes, document storage, and reporting.
- Track form submissions and report on timeliness of enrollment process
- Dedicated credentialing and product/payor software program
- Dynamic provider data base that is continuously updated

### Scale Advantage

#### Reporting and IT Support

- Dedicated report writers for customized reports
- Synernet IT staff collaborate and communicate with your IT contacts

**In-depth  
Revenue Cycle  
Knowledge**



## CLINICAL ENGINEERING

### Medical Equipment: Maintenance, Repairs and Compliance

Synernet has helped hundreds of healthcare providers – hospitals, surgical centers, physician practices, physical therapy clinics and many others – reduce medical equipment expense, maximize asset utilization, drive down maintenance costs and maintain compliance.

- Custom-designed biomedical clinical engineering services
- Specialized sterilizer service for operating room equipment
- Imaging and other high-end biomedical equipment
- Adhere to applicable JCAHO standards and state regulations

Over  
**15,000**  
medical devices  
in service

### Capital Equipment Purchase Program

#### EMTS – Equipment Management and Technology Solutions

- Synernet clients can take advantage of the insight and expertise of EMTS
- Negotiate the best price on capital equipment – no cost or risk

### Sterilizer Service Program

#### Maintenance, Service and Installation

Synernet's sterilizer service program offers levels of service from comprehensive maintenance and repair coverage to installation and equipment moving. From preventive maintenance on your laboratory sterilization and operating room equipment to large installs, Synernet has a customer focused solution to meet your needs

- Sterilizers
- Operating Room Tables and Lights
- Warming Cabinets
- Sales and installation of Sterilizers & Washers

**25+ Years**  
of Outstanding  
Service



## INSURANCE SERVICES

### Workers' Compensation and Third Party Administration

For healthcare organizations and practices seeking alternatives to the workers' compensation commercial market, Synernet offers coverages designed specifically for the healthcare industry through the Synernet Workers' Compensation Fund and Third Party Administration Program. Self-insurance provides the healthcare industry with better controls over its workers' compensation costs and the ability to more directly, and quickly realize the benefits of controlling workplace injuries.

- Healthcare Specific Design
- \$1.4 Billion in Covered Payroll

### Hospital All Risk Property Insurance Program (HAARP)

#### Alliant Insurance Services Partnership

**NEW Synernet's Hospital All Risk Property Insurance Program (HAARP) has saved healthcare organizations up to 40% while broadening coverage and including cyber coverage at substantially lower costs.**

Through a marketing relationship with Alliant Insurance Services, Synernet can provide hospitals with significant premium savings on property insurance. Alliant's Hospital All Risk Property Program is an exclusive group purchase program, one of the largest in the world, for property insurance. Through group purchasing, Synernet can provide broader coverages and lower premiums, with no risk sharing.

- Coverage analysis can be completed at no cost to you by contacting Synernet
- Alliant can provide you with a quick coverage and cost comparison
- Identify any possible coverage gaps
- No risk and little effort on your part
- Cyber coverage at minimal cost
- Group purchase program with no risk sharing

**\$1.4  
Billion  
in Covered  
Payroll**

96%

Client  
Retention  
Rate

## Where healthcare turns for quality, customer-centric focus and savings.

Since 1985, hospitals, surgical centers and physician practices have turned to Synernet for fully outsourced or insourced shared services that save time and money through process improvement and scale efficiency. This allows clients to focus time, energy and resources on core care and revenue-generating activities.

- Clinical Engineering
- Credentials Verification
- Medical Transcription
- Coding Services
- Insurance Services
- Provider Enrollment

Synernet's cost-effective and standard-setting outsourced services are carried out by teams of specialists in their field, who bring professional experience to every client, regardless of size or location.

*Contact us today to find out how Synernet can be a valuable resource to your organization.*

### OUR PARTNERS



Equipment Management  
& Technology Solutions

# Synernet

MaineHealth



*Helping healthcare clients improve margins for over 25 years.*