



Sybrid MD

Empowering Medical Practices



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SYBRID MD

■ Company Overview

Sybrid MD is a premier healthcare services provider. Founded in 2009, the company has been providing front office and medical billing services to more than 100 practices in 22 states.

Sybrid MD experts work with physicians and medical practices nationwide to decrease the stress of billing work and manage front office tasks.

The management team collectively has more than five decades of experience in managing the revenue cycle of practices and streamlining their processes.

With the mission to empower medical practices with state-of-the-art practice management solutions and making them profitable and proficient through optimized front desk management and improved billing processes, Sybrid MD has positioned its experts in the most robust roles to facilitate its client from every perspective.

The company is structured around expert teams and specialized departments which are composed of highly skilled IT professionals, management consultants, doctors, researchers and healthcare industry veterans. This talented teams helps to serve the clients with their unique needs and business requirements.

Headquartered in Bellmore, New York, the company is serving a vast clientele across the U.S. with an integrated suite of healthcare services and solutions which range from front desk management, credentialing and medical billing services.

■ Sybrid MD is Your Full Service Partner



Sybrid MD is the leader in operational success within the healthcare arena. The resources and expertise of Sybrid MD make a difference in the profitability of practices by helping them cut operational costs and drive up revenue. With the services we provide to our partners, we can free up time for the office staff and the physicians to help them focus on patient care.

Working with Sybrid MD has enabled practices to exponentially reduce their Account Receivables, increase patient-base and improve collections, while at the same time significantly reduce the loss of revenue. We act as a team of our clients, work with the staff every day and ensure a smooth running operation.

FRONT OFFICE MANAGEMENT

As a company specializing in front office management, we help physician practices maintain accuracy in patient information.

Proven track record of helping physician practices achieve error-free workflow

REVENUE CYCLE MANAGEMENT

Our team is expert in improving the revenue cycle of medical practices by managing their front office and medical billing services.

By fixing issues in the billing and clinical workflows we help improve collections

PROCESS OPTIMIZATION

Sybrid MD has two focuses: to increase profitability through process optimization and increase patient focus within a practice.

With our expertise, medical practices have greatly optimized their processes

■ The Big Challenges of Medical Practices

Healthcare providers are going through a transitional phase, where they are required to shift their processes to technology-based systems, meet newest requirements of the healthcare reforms and keep their practice thriving with the quality of care. However, reduced reimbursements and the increasing cost of delivering care make it difficult for healthcare businesses to stay in the black.

59% of medical providers impacted negatively by traditional patient billing.

90% small, independent practices remain unprepared financially and technologically for the challenges of implementing value-driven care.

96% of practice leaders report that inefficient billing processes are causing a drop in collections.

97% of the independent group and solo practices experience high business staff turnover.

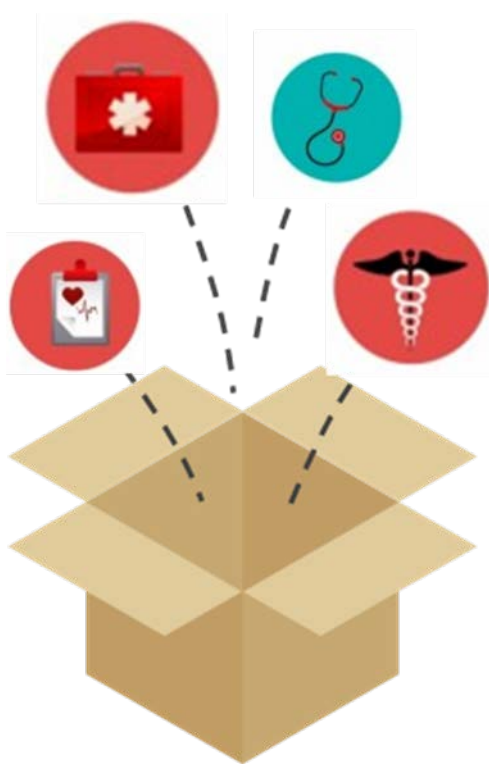
95% of practices with less than five physicians self-identify as "not tech savvy."

100% of the 224 participating "New" Physicians seek alternatives to office financial and staff management as they launch their new practices.

77% of physicians believe they need to find more direct patient care time currently taken up by business office-related issues.

Sybrid MD has positioned itself to empower medical practices facing these huge challenges with a dynamic suite of services to help them achieve their business goals and stay productive.

■ Empower Your Practice with the Finest Solutions



Sybrid MD provides one platform with integrated solutions to make your practice become more profitable and efficient. We provide a comprehensive suite of management services to medical practices. Our services extend from front office services to managing Medical Billing, Medical Credentialing and efficient handling of accounts receivables. We have developed a delivery model that combines onshore and offshore medical billing resources to provide a best-of-breed, yet low-cost solution to our clients.



FRONT OFFICE

Sybrid MD makes front office management more efficient by infusing precision in data entry.



MEDICAL BILLING SERVICES

We streamline your billing process with our expertise in claim scrubbing and pre-submission audits.



CREDENTIALING

Mistakes in your credentialing can cause a delay in enrollment, so submit it risk-free with our experts.

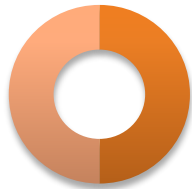


VALUE-ADDED

Our telephony and call center solution ensures professional handling of front office calls and queries.

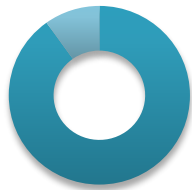
■ Best Practices - Amazing Outcomes

Sybrid MD combines the management of both the front desk and Medical Billing operations with healthcare technologies to reduce cost, increase revenue, and improve overall efficiencies of a practice.



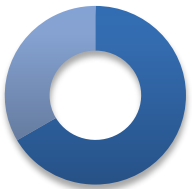
50%

Decrease in billing cost overhead



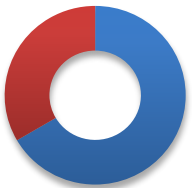
90%

Of receivables paid within 90 days



40% - 80%

Increase in patient satisfaction



15% - 30%

Increase in patient visit volume

■ Front Office Management

Manage Patient Phone Calls

We professionally answer, schedule and manage all routine incoming patient calls.

Handle Appointment Confirmations

Sybrid MD calls patients to confirm all appointments. This practice significantly reduces the no-show rate.

Conduct Patient Recalls & Follow Ups

Most patients come in for multiple visits. Follow up visits are tracked, and subsequent appointment confirmations are made.

Insurance Eligibility Management

We obtain eligibility verification from insurance companies prior to the patient's appointment. This ensures that there are no insurance denials.

Patient Payment Management

The required co-pays and deductibles are entered into our scheduling software, making it simple for your practice to collect the correct amount from your patients.

Measure the Pulse of Your Patient

Sybrid MD will conduct patient surveys to understand your patient's needs, wants, and sources of value. These results will be presented to modify operations to match those requirements.

Provide Monthly Reports on Your Practice Health

These reports include information on the number of appointments booked, number of calls received, common complaints, issues facing patients, etc.

Monitoring Call Quality for Audit and Compliance

All calls made and received by our virtual front desk personnel are recorded and stored for a period of 3 months. These recordings can be provided to the client on demand as and when required.



■ Medical Billing Service



- Eligibility Verification
- Charge Entry
- Claims Scrubbing
- Coding Review
- Medical Necessity Verification/Documentation submission
- Timely Claim Submission
- Clearinghouse Claim Processing
- Paper Claim Processing
- Claim follow-up and tracking
- Submission of Secondary & Tertiary Claims
- Payment Posting
- Accounts Receivable Management
- Patient Billing
- Patient Statements
- Standard Daily/Weekly/Monthly reports
- Customized Reports (upon request)
- Appeals Management
- Medical industry updates
- Adherence to HIPAA Compliance and Training
- Complete 24/7 access to your data

Sybrid MD's medical billing service ensures accurate use of ICD codes and claim scrubbing to validate that your claims are appropriate and accurate before submission. Our billing professionals also check that all the payer requirements are met. Our efficient billing team helps practices get paid faster and with greater ease.

■ Physician Credentialing



Credentialing and Re-credentialing

Credentialing and Re-credentialing all physicians and mid-level practitioners according to plan specifications with all Government and Commercial payers.

Dedicated Team

A dedicated team that completes the enrollment/credentialing details and submits to Commercial Insurances, Medicare and Medicaid and as requested by healthcare physicians.

Importance of Follow Ups

Sybrid MD ensures that all the follow-ups are performed to ensure rapid and complete enrollment.

Portal Registrations

Creation/Updating CAQH & PECOS Credentialing portals as required

Contracting Issues & Data Integrity

We resolve contracting issues pertaining to credentialing and maintain data integrity through audits and reports

Ensure Compliance

We ensure compliance with National Committee for Quality Assurance (NCQA) and Department of Health and Family Services (DHFS) credentialing requirements. All documentation is maintained in accordance with the HIPAA/HITECH requirements.

■ Affordable Pricing - Best Quality

No Implementation Fees & Monthly Recurring Service fee is 4.50% of the Gross Collections.

PARTNERING TO INCREASE PROFITABILITY

The resources and expertise of Sybrid MD make a difference in your profitability by helping you to cut costs by as much as 15% while helping to drive revenue. With the services we provide our partners, we are able to free up time for your office staff and the doctor to help them focused on patient care.

Working with Sybrid MD enables you to exponentially reduce Account Receivables, increase patient-base, improve collections, while at the same time significantly reduce your personnel cost. We act as part of your office, working with your staff each day to insure a smooth running operation.

RESOURCES TO REDUCE COSTS

We provide a comprehensive suite of management services for your medical practice. Our services extend from front office services to managing Medical billing, Medical Credentialing and efficient handling of accounts receivables.

We have developed a delivery model that combines onshore and offshore medical billing resources to provide a best-of-breed, yet low cost solution to our clients.

Sybrid MD has two focuses when partnering with a practice:

- To increase profitability (without necessarily increasing patient flow)
- And allow increased patient focus within the practice.

ACHIEVE EXCELLENCE WITH US!

- Streamline Your Practice and Workflows
- Increase Patient-Base and Turnaround
- Improve Your Collections and Reduce Costs

■ Why Sybrid MD

Our services extend from front desk services to managing your Medical Billing, Medical Credentialing, and account receivables. This delivery model combines onshore and offshore resources to provide a best-of-breed, yet low-cost solution to our clients.



Over 8 Years of Experience

Over the years we have been serving practices in 22 states and earned the reputation of a trusted partner in reforms.



Unmatched Client Service

Prove track record of providing matchless services to our clients with customized healthcare solutions and services.



Team of Experts

Fast and efficient team that works with the passion to serve the clients with the best of their experience and expertise.



HIPAA Compliant

We make sure that all of our practices are HIPAA-compliant and we keep our resources updated on latest developments.



Customer Focused Company

We are customer focused company that believes in the uniqueness of each client and offers personalized service.

■ Benefits and Features

Our services are enriched with features and benefits that help practices improve their work productivity and deliver immaculate patient care services.

NO SETUP FEE

Start your practice with our assistance without paying any setup charges or any cost other than our service fee.

NO DEPENDENCIES

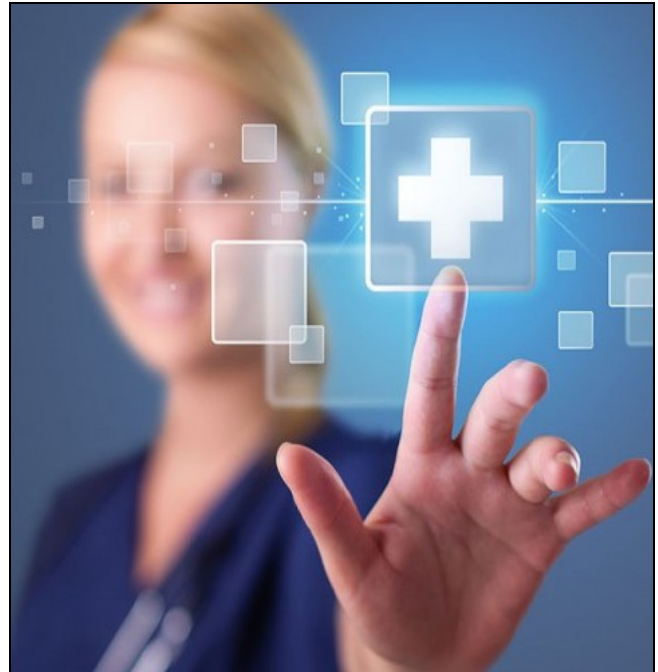
Unlike other healthcare service providers, Sybrid MD's services are not software-dependent and we work seamlessly with all practice management tools.

FINEST PROCEDURES

Errors in your clinical data can result in dire consequences. Ensuring accuracy of the clinical data is our top most priority.

24/7 SUPPORT

Sybrid MD support team works tirelessly with the clients to ensure a smooth practice flow round the clock.



- ✓ Medical Billing Management
- ✓ Insurance Eligibility Check
- ✓ Claim Scrubbing
- ✓ Error Free Claim Submission
- ✓ Credentialing
- ✓ Coding Audits
- ✓ Denials Management
- ✓ Quality Audits
- ✓ Fast Turnaround Time
- ✓ HIPAA Compliant Services

■ Awards and Quality Compliance Certificates

Awards and Quality Compliance Certificates that we got authenticates the standards we ensure while we serve our valued clients.



ISO 27001 CERTIFIED

Sybrid MD solutions are ISO 27001 certified



ISO 9001/9002 CERTIFIED

Meets all the requirements of ISO 9001/ 9002



6 SIXSIGMA

Six Sigma approach for process improvements



HIPAA COMPLIANT

Six Sigma approach for process improvements

And there is more to our certified excellence



SAFELOCK CERTIFIED™

For small practices, Safelock Certified™ is a HIPAA Compliance solution, offering training, compliance help and our uniquely positive brand of patient reassurance. Data breaches are daily news, and patients want to know that your office is properly securing their Protected Health Information.

CERTIFIED™ ULTRA

For larger offices, Safelock Certified™ Ultra fulfills statutory requirements, offers point-by-point guidance and provides mandated HIPAA training for every team member. We offer complete compliance strategies and 24-hour response to privacy crisis and concerns.

**WHAT YOU ACHIEVE**

You can avoid data breaches, and catastrophic fines through the security, training, and the tools we provide and ensure that private patient information stays private. Through Comprehensive Risk Assessment, and Plan of Action for remediation of issues found, we can help develop practice-specific Acknowledgments, Consent forms, and other essential documentation.

■ Successful Practice Transformation

Sybrid MD solutions have been designed to help physician practices run their daily processes without burdensome and costly dependencies. All the services have been made affordable to maximize the profits of our clients by minimizing their operational cost.

■ Let Our Experts Be Your Team

Clients of Sybrid MD are empowered with an experienced team, and they work as trusted partners who remain vigilant about all those factors that can impact the performance of your business.



■ Efficient Management to Help Practices Thrive

Once you connect with Sybrid MD, an expert team works to analyze and propose personalized solutions, focuses on streamlining the workflows and helps to optimize daily operations. Through this robust approach, we have helped businesses improve their profits and grow at an outstanding pace.

How We Measure and Optimize Customer Success



Outcome & Benefits

- Exponentially reduced account receivables
- Enhance productivity with improved processes
- Increased collections and significantly reduced operational cost
- Maximized returns and minimized claim rejections
- Comprehensive revenue cycle management
- Standardized practices compliant to regulations
- Increase patient-base through improved care quality
- Smooth front office management and accurate patient data
- Streamlined billing flow and periodic reports
- Security of clinical data and safety from security breaches

■ Specialties We Serve



Sybrid MD supports physicians and practices in all specialties

- Allergy and immunology
- Anesthesiology
- Cardiology
- Child and Adolescent Psychiatry
- Chiropractic
- Clinical Cardiac Electrophysiology
- Colon and Rectal Surgery
- Diagnostic Radiology
- Dermatology
- Emergency Medicine
- Endocrinology
- Facial Plastic Surgery
- Family Medicine
- Gastroenterology
- General Practice
- General Surgery
- Geriatric Medicine
- Hematology
- Hepatology
- Hospitalist
- Infectious Disease
- Internal Medicine
- Medical Genetics
- Naturopathy
- Nephrology
- Neurology
- Neurosurgeon
- Nuclear Medicine
- Nutritionist
- Obstetrics / Gynecology (OB/GYN)
- Occupational Medicine
- Ophthalmology
- Optometry
- Oncology
- Orthopedic Surgery
- Osteopathic Medicine
- Otolaryngology / ENT
- Pain Medicine
- Pathology
- Pediatrics
- Physical Medicine and Rehabilitation
- Plastic and Reconstructive Surgery
- Podiatry
- Primary Care
- Psychiatry
- Psychology
- Pulmonary Disease
- Radiology
- Rheumatology
- Thoracic Surgery
- Transplant Surgery
- Urology

■ Testimony of Our Service Excellence

Our Clients Say It Best

When I signed the contract with Sybrid MD, an implementation manager guided me through my entire on-boarding process. From the beginning, I received a detailed project plan outlining all tasks and information needed for my practice in order to meet my go-live date. I received the phone consultative training. After I was up and running, Sybrid MD experts were available to answer any software or billing operational questions. Each case is carefully tracked so that no problem goes unsolved! And above all, Sybrid MD's competitive monthly fees include full range of monthly updates on revenue and reimbursements. I look forward to a long relationship with Sybrid MD and have already and will continue to refer their services to my colleagues.

Munazza Sethi M.D, Internal Medicine

I am pleased with Sybrid MD's team compared to who I had before. Claims are filed on timely manner and follow ups are very prompt. Account Management is very helpful and easy to talk to. They get work done. Any difficulty I came across, it gets resolved immediately. Weekly and monthly reports are helpful. It is easy to access accounts on Criterions.

Dakhsha Patel M.D
Psychiatrist

I would say the one thing that stands out about my experience with Sybrid MD is the patience and flexibility of the account management and billing team. They have been willing to train me, and on occasion re-train me, on different aspects of the billing services whenever I have needed it. I would recommend Sybrid MD to any size medical practice.

Andrea Mory
Practice Administrator

EMPOWERING MEDICAL PRACTICES



Pricing & Services Offered

No Implementation Fees & Monthly Recurring Service fee is **4.50%** of Gross Collections, for the following services:

- Patient Data Entry: Entering demographic and insurance information for patients
- Claim Entry & Submission: Creating claims for each patient visit and submitting it to insurances for processing
- Payment posting: Posting payments received from patients and insurances to manage the accounts receivable
- Patient Statement Management: Sending three (3) statements to patients with outstanding balances (at 45 day intervals)
- Accounts Receivable Management: Flagging each claim that does not get paid by insurances and starting a claim follow-up process
- Patient Billing Hotline: Deploying billing personnel to man a designated toll-free number if patients call with questions about their invoices
- Insurance Collections and Denial Management: Tracking partial payments and denials from insurances, as well as, managing the collection process.
- Reporting: Providing weekly and monthly reporting

In case of any queries, please contact us at:

MD SYHEALTH LLC

1872C BELLMORE AVENUE, BELLMORE, NY, 11710, USA

Phone: (888) 312-6847

Fax: 561-948-2803

sales@sybridmd.com

info@sybridmd.com