

## **INDEPENDENT MEDICAL NETWORKS, INC. OFFERS**

### **A PROVEN METHOD TO INCREASE YOUR MEDICAID RECOVERIES**

Let Independent Medical Networks, Inc. (IMN) financial counseling and clinical staff assist your patients with their Medicaid applications and Medicare Part D enrollment. Ours is a complete and comprehensive service covering the application and/or enrollment process from start to approval. IMN field representatives make it a practice to establish excellent working relationships with all the applicants that they represent. Because there is never a charge to the patient, building goodwill for the provider is an integral residual benefit.

IMN boasts superior approval results. These in part are due to our qualified and dedicated staff and to our access to a multi million person National computer database. The database assists in locating difficult to find patients and/or patient relatives. Our staff then qualifies the patients and escorts them through the application and/or enrollment process. These resources together with our experienced staff directly contribute to our unmatched approval percentage.

Since most of IMN patient representatives are either former state case workers or health care administrative personnel, they are very familiar with the fear and stress that may accompany the Medicaid, Medicare, Social Security and Part D application process for patients who may be receiving ongoing medical treatment. Due to their illnesses, many patients need assistance in gathering the necessary documents and required verifications which may include positive identification pieces, motor vehicle records, bank statements, Social Security cards, rent receipts and payroll records. Our staff represents applicants by attending caseworker interviews and physician appointments. Our representatives will meet with the patients at the facility or in their homes, whichever is preferred by the patients and their families.

If a case is denied, IMN has on staff, former State Hearing Coordinators who will review the appropriateness of the denial. If warranted, IMN will appeal the case through the judicial process. This Legal representation will, of course, also be provided at no charge to the Medicaid/Medicare applicant.

Since its inception in 1986, IMN has developed a strong relationship with many of the state Medicaid/government offices. This has expedited the processing of our cases and allowed us to receive all correspondence that would be forwarded to the patient, patient families and facilities/providers.

### **ADDITIONALSERVICES**

IMN has been able to develop itself as more than just a Medicaid/Medicare application service. We assist providers with obtaining patient signatures on various documents; such as coordination of benefit forms, affidavits of no insurance, and assignment of benefits forms. IMN will provide services for all eligible Medicare patients that require assistance in obtaining Parts A, B or D. IMN also assists in locating and obtaining police reports for our facilities/providers, investigating potential third party payors and resolving coordination of benefit issues: all of which has contributed to significant third party payor revenues.

Our representatives consider themselves patient ombudsmen. This has allowed IMN to make amicable voluntary patient settlements on cases where the facility/provider may have no knowledge of the assets that a patient may have accumulated. Settling these types of cases with facility/provider authorization and approval has produced a benefit in the collection of accounts that normally would be considered as write-offs to bad debt. IMN's present full service approval rate exceeds sixty-six percent (66%).

## IMN COMPREHENSIVE SERVICES LISTING

IMN is a woman-owned corporation and we have been providing our wide array of services to our clients for over twenty two (22) years. We are experienced and have knowledge of all government agency programs available to your patients. Our caring staff will relieve your patients and their families of the additional burden of administrative tasks at times of their physical and emotional distress. By performing our services, IMN will also help lighten the workload of your office staff.

Independent Medical Networks, Inc. counselors and professional staff are available to provide the following services to your facility and your patients:

- Locate discharged patients in spite of incomplete facility/provider demographic information
- Contact, assess and advise patients of all available/applicable medical assistance programs
- Assist the applicants with all forms necessary for the Medicaid/Medicare Social Security application process, which includes Medicare Part D
- Attend scheduled appointments and interviews that are necessary to determine eligibility
- Provide transportation for patients who require transportation
- Provide counseling to applicants and their families
- Answer all questions or concerns that the applicants or family members may have regarding the application enrollment process
- Perform follow-up on cases submitted to Medicaid/Medicare/Social Security Administration Offices until final determinations are made
- Assist patients and their family members in obtaining necessary/requested verifications:
  - Positive identification documents
  - Income/asset verifications
  - Social Security cards
  - Medical records
- Review Medicaid/Social Security denials for:
  - Re-applications
  - Re-considerations
  - Appeals
- IMN will provide a hearing coordinator and/or an attorney if case appeal is warranted
- Provide toll-free telephone number
- Produce customized reports to the client's specifications
- No payment due from client until thirty (30) days after IMN invoice listing successes

IMN attends State and County "task force" meetings, which address the education and implementation of new local and Federal policies that impact assistance programs. We are always available to discuss matters and answer questions, which may be of concern to your facility, your staff, your provider and/or your patients.