

## INDEPENDENT MEDICAL NETWORKS, INC. OFFERS

### A PROVEN METHOD TO INCREASE YOUR MEDICAID RECOVERIES

Let Independent Medical Networks, Inc. (IMN) cultural sensitive patient representatives and Clinical staff assist your patients with their applications to the Department of Human Services (DHS) and the Social Security Administration (SSA). This is a complete and comprehensive service covering the application 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 Medicaid patient, building goodwill for the facility 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 our State of Michigan residents computer database. The database assists in locating difficult to find patients. Our staff then qualifies the patients and escorts them through the application process. **These resources are unmatched and directly contribute to a greater approval percentage than any other similar service operating in Michigan.** We are presently in the process of replicating our Michigan Data Base installation so as to ensure similar results throughout the country.

Since most of IMN patient representatives are either former DHS case workers or health care administrative personnel, they are very familiar with the fear and stress that may accompany the DHS and SSA 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 DHS interviews and physician appointments. Our representatives will meet with the patients at your facility or in their homes, whichever is preferred by the patients and their families.

If a case is denied, IMN has a review panel of, former DHS hearing coordinators and nurses who will review the appropriateness of the denial. If warranted, IMN will appeal the case through the judicial process. Legal representation will be provided at no charge to the Medicaid applicant.

Since its inception in 1986, IMN has developed a strong relationship with the DHS offices, which has enhanced the processing of our cases and allowed us to receive all correspondence that would be forwarded to the patient.

## **ADDITIONAL SERVICES**

IMN has been able to develop itself as more than just a Medicaid 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 and/or B. IMN also assists in locating and obtaining police reports for our facilities, 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 hospital may have no knowledge of the assets that a patient may have accumulated. Settling these types of cases with facility 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-two (62%).

## **IMN COMPREHENSIVE SERVICES LISTING**

We have been providing our wide range of services to our clients from our Michigan office locations for twenty nine (29) 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 demographic information
- Contact, assess and advise patients of all available/applicable medical assistance programs
- Assist the applicants with all forms necessary for the Medicaid/Social Security application process
- Attend 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 process

- Perform follow-up on cases submitted to DHS/SSA until final determinations are made
- Assist patients in obtaining necessary/requested verifications:
  - π Positive identification documents
  - π Income/asset verifications
  - π Social Security cards
  - π Medical records
- Review Medicaid/Social Security denials for:
  - π Re-applications
  - π Re-considerations
  - π Appeals
- IMN will provide a Hearing coordinator and/or an attorney if case appeal is warranted
- Provide a resident patient representative if desired in your facility
- Provide training seminars
- Provide toll-free telephone number for use anywhere in Michigan
- Produce customized reports to the clients specifications
- No payment to IMN until thirty (30) days after the facility posts payment

IMN attends State and County “task force” meetings, which address the education and implementation of new local and Federal policies that impact assistance programs. In addition, IMN is a member of MPAA and HFMA. We are always available to discuss matters and answer questions, which may be of concern to your facility and your patients.

It should be stressed that IMN can provide its services in-house, as well as from its own base office locations.