

Connext Global Solutions Pharma Support Tasks By Function

IV Nursing Department (nurses):

- IV Nursing SOC calls & compliance survey
- Medical Necessity Documentation faxing orders to agencies;
- SHP reporting;
- sending Auth requests
- IV New Referrals Master list
- Confirming AIS appointments.
- Initial Medical Necessity Documentation
- Tracking Nursing Agency visits and Communication with Nursing Agencies via Sfax/ phone call
- Confirming visits AIS
- Processing nursing agency visit notes
- Handling SNV and flight invoices
- Communication with Nursing Agencies via Sfax/ phone call
- Tracking Nursing Agency visits
- Creating billing packets
- Confirming Nursing agency visits in clinician visits & process for billing.
- Confirming home visits home
- Specialty Infusion care plans with auth info
- Specialty Infusions tracking expired auth & Rx

Specialty Department (nurses)

- Processing of 24hr Intake referral form (calling patients to verify information, calling MD offices, assigning faxes and sending receipt of Referrals)
- Manage incoming patient phone calls to ensure >95% answer rate
- Following up on Specialty packets
- Rx refills & Consent Forms.

Nutrition Department (nurses):

- Checking Insurance Eligibility (HME/IV bucket list)
- Generating authorizations (all insurances)
- Communicating to Insurances via fax/phone call
- Authorization tracking
- Ohana IV therapy
- Stop loss checking & Nutrition On call support
- Enteral refill calls and delivery tickets
- Oral refill calls and delivery tickets
- Management of Incontinence/Oral New Referrals.
- Generating statements of medical necessity for Incontinence Therapy & Request for additional information (MD office calls).
- Start of Care follow up calls
- MD calls to follow up outstanding SMNs
- Clinical packets & Continued Medical Need & Request for additional information (MD office calls).

Billing

- Insurance calls and open claims
- Correcting denied claims
- Sending corrected claims
- Managing Patient statements
- Managing Denials in Waystar
- Checking claim statuses online-HHIN & Waystar Rejections
- Process refund Request
- Insurance notifications & correspondence
- Write-off/void/patient clean-up & facility statements.
- Billing AIS(reviewing before submitting)
- Posting for all Credit cards/Checks and cash payments
- Payment postings for insurance payments
- Payment postings for Central Pay
- AR Spreadsheet month end closing

Accounting (CPAs)

- Bank Reconciliations
- Journal entries & Reports
- AP Vendor management
- Statements Monitoring
- Preparation of Bergen Invoices
- Import File & Financial Statement Analytical Review
- Prepare VD-Weekly AR Cash Deposit Report
- Manual Invoicing & Financial Statement Preparation

Data Analyst

- Weekly SPC Active & New Referrals
- Weekly reporting: Profitability Report, Infusion Bucket Tracking Presentation, Secondary's & Poster Report, Delivery Report; Unbilled Tickets & Unbilled Sales; Driver's date; Weekly Profitability Report; Nutrition Productivity Report and DTs Breakdown;
- Executive Summary Presentation;
- Monthly & Quarterly Presentation.
- Retail Executive Summary

Central customer service line (In start up phase)