



## **Revenue Cycle Leadership and Health Information Management Solutions**

**Immediate • Expert • Solutions**

### **Vendor Information**

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**Harmony Healthcare** provides immediate expert solutions to healthcare Revenue Cycle, Health Information Management and Clinical Documentation Improvement (CDI) challenges in today's rapidly changing reimbursement environment.

**Harmony Healthcare** delivers strategic, value-based Revenue Cycle, Health Information Management, CDI, staffing solutions across a vast spectrum of specialties and assignment lengths including Interim, Interim to Hire, Direct to Hire, and Departmental Outsourcing Services.

### **Look to Harmony for:**

- CFO's (Chief Financial Officers)
- VP's, Revenue Cycle
- Controllers
- Directors of Patient Financial Services (CBO Central Business Office Directors)
- Interim HIM Management
- Interim Coding Management
- Clinical Documentation Improvement (CDI) Interim support
- ICD-10 Support – Coding, Audit and Validation Review
- Directors of Patient Access
- On-Site and Remote Coders
- Coding Auditors
- Certified Tumor Registrars
- Complete outsourcing solutions for Coding and HIM departments

### **Harmony's complete array of solutions includes:**

- ICD-10 Support – Training, Coding, Audit and Validation Review
- Clinical Documentation Improvement (CDI) Organic to Cultural
- Harmony Healthcare Government Services GSA number GS-23F-031BA
- HIM Global Review
- HIM Departmental Outsourcing Solutions
- HIM Offshore Services
- Revenue Cycle Management Solutions

Harmony Healthcare, LLC 2909 West Bay to Bay Blvd., Suite 500 | Tampa, FL 33629 | 813-369-5159



We offer the most comprehensive, diverse network of qualified Healthcare professionals available in the industry.

### **Organization & Leadership**

**Harmony Healthcare** has a full-time staff of recruiters and support employees, who are organized into teams based on our primary business units. Each team is lead by one of our Account Executives, who are experienced professionals with proven track records of successful recruiting, as well as backgrounds in the medical specialties in which they recruit.

### **Temporary, Contract, or Permanent Placement**

**Harmony Healthcare** is a direct recruitment firm that successfully locates, recruits and on-boards the top 5% talent in the nation. Over many years, **Harmony Healthcare** has come to understand the most qualified, most accomplished impact players are not actively seeking out new positions, or even contemplating a career change. Our firm excels in strategically locating these "passive market" candidates who are simply unreachable through conventional advertisements, career fairs, or Internet job boards. To date, our recruiting efforts have resulted in a 100% success rate of placing candidates in high level management, specialty medicine, and executive positions.

Some recruiters try to slow the process while others move too quickly. The result is often a long wait with few results or worse, a body in a facility that adds little to your team. Our methods focus on delivering effective and optimum results for clients and candidates. We have one thing in mind, to consistently deliver to you that top 5% of candidates – the kind that make a real impact on your organization – that are right for your position and your organization.

We accomplish this by performing a sequence of steps, which are customized based on your company's unique hiring needs and problems, in a professional, personal and expeditious manner. These steps aren't performed by just any recruiter but by our recruiters, recruiters that are skilled professionals, experts in your industry and schooled in the “customer first” approach.

Although the specific sequence of steps performed for your search will be tailored to meet your needs, below is a summary of the types of activities they are likely to involve:

- Needs analysis and strategic recruiting plan development
- Position profile development and compatibility assessment
- In-depth candidate research, screening and interviewing
- Interview planning and qualified candidate presentation
- Hiring manager interviewing skills training
- Client and candidate interview debriefs
- Confidential reference checks
- Counter-offer consulting
- Offer preparation and closing
- Client and new hire follow-up
- Industry leading price points



## **Recruiting Methods**

Our recruitment methods are designed to ensure a match of individual skills and experience to a client's requirements for "best fit". At **Harmony Healthcare** we use tailored candidate assessments, selecting survey questions specific to each individual customer's requirements, as well as professional competency evaluations to collect information and documentation from the candidates. The candidate evaluation is both objective (skills and experience) and subjective (image and professionalism). Individual employee qualifications or credentialing requirements may differ by health care setting.

The recruitment of the qualified professionals is imbedded in our recruiters' knowledge of:

- The healthcare delivery system and its environment
- Health care issues to include HIPAA, licensure issues, education, training certifications, credentialing, privileging, and Joint Commission
- Understanding the support services available and the client's support system, to include organization(s)
- Identifying employees that are flexible, manifest good character, ethics, and demonstrate good oral and written communication

## **Harmony Healthcare Compliance Leaders**

We have dedicated Revenue Cycle, HIM and CDI professionals that are responsible for and manage our compliance program in every facet of coding & auditing (IP, OP, ED, Diagnostic, E/M leveling, etc.). Harmony's Compliance Managers are responsible for testing our candidates, conducting post assessments to determine areas of strengths / weakness, internal auditing, and conducting on-site audits for our clients. Our compliance team prides itself on their knowledge in all areas HIM. These consultants will work for numerous and various facilities throughout the year relying on the knowledge of Harmony's Compliance Managers to provide on-going education unique to the facilities' requirements. Each manager is available for questions from our consultants while they are on-site, but also accessible by our clients to ensure no information or feedback is lost in translation from the salesperson to the consultant.

**Here is a recent e-mail from one of our consultants to our management team:**

*"My sincere gratitude to you Marie, it was a pleasure speaking to you and it really gave me a great sense of how Harmony operates. I cannot adequately express my appreciation for your time and insight."*

In this industry specifically, a company is only as good as the consultants it provides. Our compliance team ensures that we only work with qualified consultants, while maximizing their potential through constant communication and education.





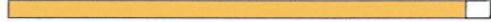






## Our Clients Review

## Open Ratings

Past Performance Evaluation

1. COMPANY OVERVIEW	
<b>Primary Name :</b>	HARMONY HEALTHCARE, LLC
<b>Alternate Name :</b>	(none)
<b>D-U-N-S® :</b>	01-998-1549
<b>Address :</b>	600 S MAGNOLIA AVE STE 375 TAMPA, FL 33606
<b>Telephone Number :</b>	+1 (813) 321-6877
<b>Past Performance Evaluation</b>	
<b>Report Date :</b>	02-01-2013
<b>Company Information</b>	
<b>Year Started:</b>	2010
<b>Year of Current Control:</b>	2010

2. SUPPLIER PERFORMANCE RATINGS	
<p>The supplier's overall performance rating is an assessment of predicted performance. Ratings are on a scale from 0 to 100, where 100 represents the highest level of customer satisfaction. The SIC-level benchmark indicates how the supplier's overall performance rating ranks in comparison against peers.</p>	
<b>Overall Performance Rating</b> Overall, how satisfied do you feel about the performance of this company during this transaction?	96  <div style="display: flex; justify-content: space-between; width: 100%;"> <span>Bottom</span> <span>SIC/Quintile</span> <span>Top</span> </div> <div style="display: flex; align-items: center;"> <div style="border: 1px solid black; width: 20px; height: 10px; margin-right: 5px;"></div> <div style="border: 1px solid black; width: 20px; height: 10px; margin-right: 5px;"></div> <div style="border: 1px solid black; width: 20px; height: 10px; margin-right: 5px;"></div> <div style="border: 1px solid black; width: 20px; height: 10px; margin-right: 5px;"></div> <div style="border: 1px solid black; width: 20px; height: 10px; background-color: orange; margin-right: 5px;"></div> </div> <p>SIC: 7361/Employment agencies</p>

Detailed Performance Ratings		0	25	50	75	100
<b>RELIABILITY:</b>						
How reliably do you think this company follows through on its commitments?	98					
<b>COST:</b>						
How closely did your final total costs correspond to your expectations at the beginning of the transaction?	95					
<b>ORDER ACCURACY:</b>						
How well do you think the product/service delivered matched your order specifications and quantity?	98					
<b>DELIVERY/TIMELINESS:</b>						
How satisfied do you feel about the timeliness of the product/service delivery?	97					
<b>QUALITY:</b>						
How satisfied do you feel about the quality of the product/service provided by this company?	96					
<b>BUSINESS RELATIONS:</b>						
How easy do you think this company is to do business with?	98					
<b>PERSONNEL:</b>						
How satisfied do you feel about the attitude, courtesy, and professionalism of this company's staff?	97					
<b>CUSTOMER SUPPORT:</b>						
How satisfied do you feel about the customer support you received from this company?	98					
<b>RESPONSIVENESS:</b>						
How responsive do you think this company was to information requests, issues, or problems that arose in the course of the transaction?	98					

Past Performance Evaluation © Dun & Bradstreet, Inc.



## In Summary

**Harmony Healthcare** is a full service Healthcare Revenue Cycle Leadership, Health Information Management and Clinical Documentation Improvement Staffing and Solutions Company.

**Harmony Healthcare** provides **Immediate • Expert • Solutions** to healthcare revenue cycle and health information management challenges in today's rapidly changing reimbursement environment.

Our single-minded obsession to the enrichment of our consultants ensures an environment of extraordinary Healthcare Financial leaders including: CFOs, PFS, Accounting Professionals, and exceptional HIM professionals including: Managers, Coders, CDI, and Auditors.

We have spent many years supporting:

- Facilities from large trauma one hospitals to the smallest critical access
- National public accounting firms
- National consulting firms
- Healthcare systems nationwide

**Harmony Healthcare** has made a considerable reputation being an agile partner with expert knowledge in Revenue Cycle Leadership and Health Information Management. Our "Direct to Hire" Division finds permanent solutions to any Revenue Cycle Leadership, HIM and CDI Professional vacancies.

- We find the best solutions that fit an organization's unique needs
- We understand the risks, costs and timing pressures healthcare organizations experience
- We take no short cuts when it comes to Financial and HIM production and staff
- Our model is built around offering exceptional services at an outstanding price

Harmony has helped a number of healthcare organizations use their size and need to comprehensively approach Revenue Cycle Leadership, HIM and CDI... negotiating pricing, quality and dedication.

We look forward to presenting our ideas and solutions to you.