



Revenue Cycle, Accounting and Health Information Management Solutions
Immediate • Expert • Dynamic

Vendor Information

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GSA Contract Number: GS-23F-031BA
Duns Number: 019981549

Harmony Healthcare delivers strategic, value-based Revenue Cycle, Health Information Management, Accounting and CDI solutions across a vast spectrum of specialties and assignments. These include:

- **Interim:** “Boots on the ground” Anytime... Anywhere... Quality that is Responsive and Productive
- **Interim to Hire:** “Try before you buy” Strengthen your recruiting sources and eliminate bad hires
- **Direct to Hire:** We will place that strategic staff member with guarantees
- **Outsourcing Services:** You can Outsource parts (ED, InP, OutP, CDI) or all with a cost reduction averaging 20% to 30% over traditional Interim
- **Off-Shore Services:** Reduce the cost of your Coding department dramatically with an average reduction in costs of 50% to 75% and a 100% “US Based Audit Guarantee”
- **“Organic to Cultural” Revenue Cycle, HIM and CDI Solutions:** Find and build outstandingly strong relationships between Clinicians, and Revenue Cycle while finding exceptional areas for Coding and Documentation improvement to give you a proven investment

Interim Solutions

- VP/Chief Financial Officers
- VP / Directors/Managers Revenue Cycle
- Accounting/ Controllers/ Finance Directors
- Patient Financial Services/CBO
- HIM Leadership/ Management
- Coding Leadership/ Management
- Clinical Documentation Improvement (CDI)
- Charge Master/Charge Capture (CDM)
- On-Site and Remote Coders
- Coding Auditors and Recovery Audit Contractors

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- HCC/ MRA/ CRA Coding and HEDIS Abstracting
- Appeals & Denials Specialists
- Patient Access and Admissions
- Chief Information officer/ Medical Informatics Officer
- Director of Quality
- Decision Support
- Data Analytics and Informatics
- Certified Trauma and Certified Tumor Registrars
- Complete Outsourcing and Off-shoring solutions for Revenue Cycle, Coding and HIM departments
- Harmony Healthcare Government Services GSA number GS-23F-031BA

Organic to Cultural Solutions

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

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

Organization & Leadership

Harmony Healthcare has more than 100 years of Healthcare Revenue Cycle support experience on staff. We only employ full-time recruiters and support employees, who are organized into teams based on our primary business units. Please see our website for leadership specific information.

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 (presentation 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
- Healthcare 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, as well as demonstrate good oral & 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 of 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		Past Performance Evaluation	
Primary Name :	HARMONY HEALTHCARE, LLC	Report Date :	02-01-2013
Alternate Name :	(none)		
D-U-N-S® :	01-998-1549		
Address :	600 S MAGNOLIA AVE STE 375 TAMPA, FL 33606		
Telephone Number :	+1 (813) 321-6877	Company Information	
		Year Started:	2010
		Year of Current Control:	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>			
Overall Performance Rating	96		SIC/Quintile
Overall, how satisfied do you feel about the performance of this company during this transaction?		Bottom	
		SIC:	Top

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

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