



2016

BHM Consulting Services



BHM Healthcare Solutions, Inc.

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www.bhmpc.com

CONSULTING SERVICES

Healthcare Expertise That Drives Growth

BHM's Consulting Services are trusted by nationally-recognized payers and respected regional and local providers to drive greater efficiency and growth. Our clinical perspective and hands-on approach helps our clients navigate the ever-changing healthcare landscape.



Here's why clients have chosen BHM consulting services:

- Focused on Results
- Proven Process
- Dedicated Project Team

Based on measurable medical and behavioral health outcomes achieved from our work with hospitals, insurers, government, and providers, BHM is recognized as a healthcare consulting leader with a track record for improving our clients' operational efficiency.

FOCUSED ON RESULTS

BHM conducts extensive analysis and develops actionable plans that drive results necessary to reach your goals.

BHM Consulting Services	What This Means for You
Performance Driven	Our clients have experienced double-digit improvements in key performance metrics due to our recommendations.
Accreditation Success	100% of all BHM clients have achieved their desired accreditation on time and on budget. BHM's proprietary process ensures that no detail is overlooked when it comes to your organization's success.
Proven Track Record	Clients range from national insurance payers, to larger regional hospital systems and local specialty providers.
Nationwide Experience, Local Application	Working with a variety of organizations to apply best practices across a broad range of specialties.

PROVEN PROCESS

BHM gets at the heart of your business demonstrating real gains through their data-driven approach.

BHM's Proven Process	What This Means for You
Board spectrum of consulting services	<ul style="list-style-type: none"> • Healthcare Transformative Assistance • Strategic Planning • Financial Consulting • Organizational Development • Accreditation Consulting
Industry Best Practices	Fully versed in best practices and industry standards using proven processes from initial readiness assessment to implementation planning.
Efficiency Gains	Our proven approach drives efficiency throughout the life of the engagement, saving you time and money.
URAC Accredited	BHM is URAC Accredited Independent Review Organization (IRO). As a result, we have experience in understanding the requirements and the cultural transformation that must occur within an organization to attain accreditation.





DEDICATED PROJECT TEAM

The right mix of strategic healthcare consultants and expertise brings your project to a successful completion.

BHM's Dedicated Project Team	What This Means to You
Experienced Consultants	Our consultants have 10-20 years of healthcare experience – they understand issues faced by payers and providers alike.
The Right Project Team	Each project is unique, requiring the flexible team of consultants and expertise which helps manage costs.
Dedicated Certified Project Managers	Remain through the life of your project to ensure a smooth transition to internal team members
On The Pulse of Reform	Demonstrated understanding of reform and the impact it poses for Payers and Providers.



REFERENCES / TESTIMONIALS

NCQA Accreditation References

Company Name	Contact	Contact Number	Email Address
Community Care of Western North Carolina	Jennifer Wehe-Davis, Executive Director	Office: 828-348-2818 Fax: 828-348-2188	jwehe@ccwnc.org
Carolina Collaborative Community Care (4C)	Karin A. Suess, M.S., M.B.A., Pharm.D. Executive Director	Office: 910-487-8451 Cell: 910-890-0438 Fax: 910-485-7238	ksuess@carolinacc.com
Community Health Partners	Lynne M. Perrin, Network Director	Office: 704-874-1937 Cell: 704-689-5734 Fax: 704-865-4614	lperrin@GFHS.info

URAC Accreditation References

Organization	Organizational Description	Accreditation Achieved	Contact Reference
Eastpointe MCO	Large MCO responsible for the managing the Medicaid population in a 9 county area of North Carolina consisting of 180,194 covered individuals	URAC Call Center, UM, Credentialing	Jeanette Jordan-Huffam jjordanhuffm@eastpointe.net 910-272-1238
Partners Behavioral Health	Large MCO responsible for Managing the Medicaid population in an 8 county area of North Carolina with 139,539 covered individuals	URAC Call Center, UM, Credentialing	Mike Forrester, Chief Clinical Officer mforrester@partnersbhm.org 704-884-2652
Village Pharmacy	Large Specialty Pharmacy	URAC Specialty Pharmacy Accreditation	David Brass, Chief Compliance Officer dbrass@villagepharmacy.com 781-810-4111
Prime Aid Pharmacy	Nationwide privately held pharmacy providing medication management and clinical services	URAC Specialty Pharmacy	Yana Shtindler yana@primeaidrx.com 718-290-3356

Client Testimonial

I have worked with BHM Healthcare Solutions since 2012, after scrutinizing them alongside 5 other consultant agencies. We got great references on them from 3 other health systems including Providence in Portland Oregon.

We have brought them back a number of times for new projects given our growth and mergers. We have used them for:

- Outpatient operational, clinical and financial evaluation, recommendations and improvement project- though our improvements began before they arrived, we continued to make changes on the fly as they made recommendations and turned a \$1.9M loss into a \$300K Outpatient profit in one year... many low hanging fruit improvements and great compliance and documentation/billing improvements to lower risk. Their CEO is a physician who gained good marks from our physicians on his educational presentations related to productivity, capacity and documentation.*
- Inpatient operational, clinical and financial evaluation, recommendations and improvement project- implemented team assessment and care planning and uniform evaluations, implemented, use of Interqual UM criteria in the clinical areas- resulted in 30% decreased length of stay and "Gold Status" commendation by local payers.*
- Assistance with standardization of evaluations and documentation after large merger of multi-site behavioral health entities as part of large parent organization merger.*
- Inpatient operational, clinical and financial evaluation, recommendations and improvement project for small rural hospital with Inpatient and outpatient mental health along with inpatient and outpatient chemical dependency and a Comprehensive Psych Emergency Program- Phase 1 improvements have paid for BHM services and Phase 2 contract just signed to continue improvements. (non-financial data harder to come by in this location due to small, unsophisticated data and IT platforms at this rural hospital)*

BHM has solid leadership that is extremely responsive to our needs and has been very quick to make changes if there was a mismatch of BHM consultant with our team. They have been responsive to sudden requests for additional work and/or requests of senior leadership for presentations to CEO, CFO Board etc. Invoices and billed scope of work have always been within the boundaries set in the contract and we have always come at or less than budgeted.

Kathy

Kathryn A. McGuire, BSN, MS

Senior Vice President

Rochester Regional Health

Behavioral Health, Home and Community Services

ROCHESTER
REGIONAL HEALTH

ADDITIONAL SERVICES

Accreditation/Re-accreditation Assistance

- NCQA to include HEDIS
- URAC
- JCAHO/ TJC
- CARF
- HIPAA compliance

Clinical and Financial Consulting

- Development and implementation of Predictive Modeling Tools
- Revenue management
- Hospital and Physician Alignment
- Clinical Assessments - Length of Stay, Recidivism, ER

Financial and Clinical Integration

- Authorization practices and financial awareness
- Network use and financial impacts
- Denial Management

Organizational Analysis, LEAN methodologies, and Claims Analysis

- Adherence to prompt pay rules
- Productivity evaluation
- Delivery system evaluation
- Manual processes evaluation for payments and denials

Call Center Analysis

- Workforce management
- Telephony



ABOUT BHM

BHM Healthcare Solutions, Inc., founded in 2002, provides peer review and healthcare consulting services to health plans, providers, ACOs, TPAs, worker compensation and other insurers nationally. With our services, BHM emphasizes value, quality, and affordable pricing. BHM assists clients reacting to healthcare regulation problems and those wanting to proactively improve operational efficiencies.

For detailed information about any of the BHM services listed above, or service pricing (e.g., volume, flat rate, risk-based, hourly, etc.), please request a customized proposal by sending an email to results@bhmpc.com or by calling (888) 813-1171. For more information about BHM services, visit our website, www.bhmpc.com.