healthPRIME

Streamline Operations.
Support Better Care.

Transparent, results-driven revenue cycle management (RCM) solutions.

Managing the revenue cycle in behavioral health comes with unique and often complex challenges, from navigating intricate payer requirements and prior authorizations to ensuring accurate coding for a wide range of services, including therapy sessions, group treatments, and crisis interventions.

Health Prime simplifies these complexities with specialized behavioral health billing expertise, proactive denial management and compliance-driven coding support. Our comprehensive approach minimizes revenue leakage, accelerates reimbursements, and maximizes financial stability—so you can focus on delivering quality patient care without administrative burdens.

Why Health Prime?

At Health Prime, we are a true partner in your success. We do more than manage your revenue cycle—we optimize it to drive better financial outcomes and operational efficiencies for your practice. Unlike other RCM partners, we employ all our staff and offer a dedicated customer success team, ensuring accountability, expertise and excellence in every service aspect.

Results you can expect

Faster Claims Submissions

Reduced Denials

Increased Net Collections

Cash Flow Predictability

Visit **hpiinc.com/BH** to learn how we can help you improve operational efficiency and financial performance.

Health Prime | 174 Waterfront Street, Suite 330 National Harbor, MD 20745 | 301.990.3995 | businessdevelopment@hpiinc.com | hpiinc.com

Core Operational Pillars

Coding: Certified coders, audited monthly with a mandatory, minimum accuracy of 95%. CPT, ICD-10 and specialty-specific MIPS measures.

Compliance: Documented and extensive compliance plans, annual mandatory continuing education, proven workflows, SOC I and SOC II audits, OIG risk assessments, and safeguards for HIPAA and HITECH.

Security: VPN access, data redundancy, hardened data centers, encryption layers, multifactor authentication, US housed data, documented security and recovery plans, and cyber insurance coverage.

Technology: Machine learning, artificial intelligence (AI) where appropriate, 6+ patient bill pay methods and 24/7 operational metrics via actionable Datalytics dashboards.

Patient Support: Advanced call center providing key metrics including volume, time to answer, time to resolve and satisfaction. Multilingual support and the ability to handle all US time zones.

Health Prime Datalytics

Our Business Intelligence platform provides 24/7 web access to your operational metrics, offering real-time insights and data-driven decision-making. We monitor a wide range of KPIs with laser-focused attention, offering actionable insights to ensure your practice's financial health.*

- **Simple interface, powerful insights**
- **Point and click visual and numeric data views**
- **Easily exportable results**
- **KPI summary views with alerts to identify any out-of-range exceptions**

- **Drill down capabilities all the way to the CPT level**
- **Historical and forecast data views with industry targets and benchmarks**

*Based on the ability of EMR to provide data

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