

## Request for Service Form

I am interested in Practice Management Services offered by Three Rivers AHEC. I have chosen the following topics for your technical assistance.

My first choice is: \_\_\_\_\_

Second choice: \_\_\_\_\_

Third choice: \_\_\_\_\_

Practice Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Phone: \_\_\_\_\_

Contact: \_\_\_\_\_

The best day of the week for my office will be:

Mon. \_\_\_ Tues. \_\_\_ Wed. \_\_\_ Thurs. \_\_\_ Fri. \_\_\_

Please provide three dates of your choice:

\_\_\_\_/\_\_\_\_/\_\_\_\_, \_\_\_\_/\_\_\_\_/\_\_\_\_, \_\_\_\_/\_\_\_\_/\_\_\_\_

Physician / owner signature: \_\_\_\_\_

Date of request: \_\_\_\_\_

Fax to:  
Peggy LaMee  
706-660-2850  
Three Rivers AHEC

## Contact Information

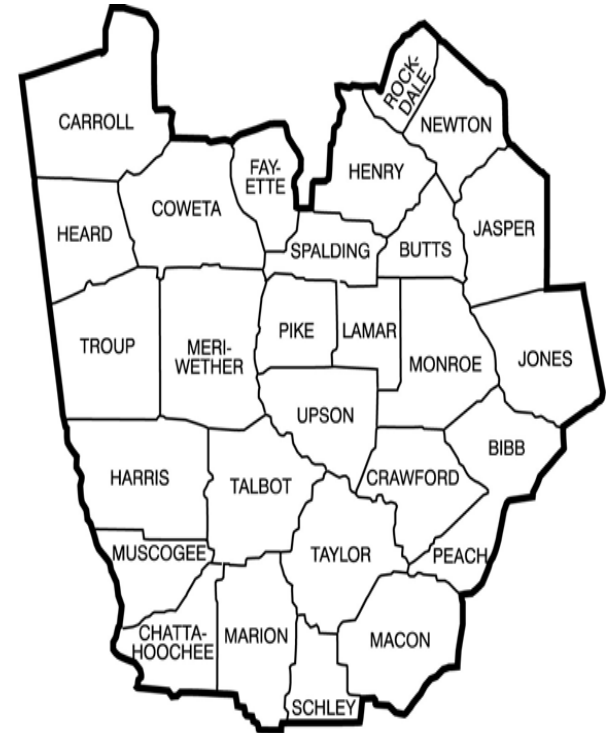
**Peggy LaMee**  
**Practice Management Specialist**  
**Three Rivers AHEC**  
**P.O. Box 5787**  
**Columbus, Georgia 31906**  
**Tel: 706-660-2736**  
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**Email: [plamee@threeriversahec.org](mailto:plamee@threeriversahec.org)**

**Kari Dyer**  
**Practice Management Support**  
**Three Rivers AHEC**  
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P.O. Box 5787  
Columbus, GA 31906

## Practice Management Technical Assistance for Three Rivers AHEC Counties



## Primary Care Practice Consulting Services

## Three Rivers AHEC Practice Management

The Georgia Practice Management Initiative started in 2000. It was developed and targeted to assist with retaining primary care services in rural and medically underserved communities in South Georgia. The project was initially supported in part by the Robert Wood Johnson Foundation, Southern Rural Access Program (RWJF SRAP), Rural Enrichment and Access Program for Health, the Georgia Department of Community Health, Office of Rural Health Services (ORHS) the Southwest Georgia Area Health Education Center (AHEC), the Three Rivers AHEC and the Georgia Statewide AHEC Network Program.

## Who We Serve

The priority target audience for practice management services is

- Medicaid enrolled primary care providers located in rural counties
- Federally Qualified Health Centers
- Rural Health Clinic providers

## Who Provides This Service

Two experienced Practice Management Specialists staff the Practice Management Program. The Practice Management Specialists are seasoned providers of primary care practice management services, with particular expertise in working with rural practices. Individually and collectively they have many years of experience working in rural health, primary care and now have several years experience in providing direct practice management consultation in rural and medically underserved Georgia. We are proud to be able to say that several existing practices would have closed their doors without the assistance from our practice management efforts which helped to bring these offices to becoming financially self supporting.

## Practice Management Services Offered

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- **Personnel Management:**
  - Organizational structure
  - Personnel policies
  - Job descriptions
  - Staffing levels and utilization
- **Office Management:**
  - Patient flow and appointment scheduling
  - Provider/staff productivity
  - Operational systems
  - HIPAA gap analysis, compliance plan and staff education.
- **Financial Management:**
  - Monthly report analysis, utilization, and education
  - Fee schedule analysis and maintenance.
  - Accounting procedures
  - Expenditure reviews with suggestions
  - Billing and collection policies with education
  - Internal control systems with policies and procedures
- **Marketing:**
  - Practice demographics
  - Marketing with a plan of action
- **Financial Analysis:**
  - Coding analysis - benchmarking
  - Payor mix
  - Fee schedule and maintenance
- **Education:**
  - Internet and data base utilization
  - Medical coding, documentation training and review
  - HIPAA, OSHA and customer service relations
- **Workshops:**
  - Front Office Presentations
  - HIPAA Privacy and Security
  - Evaluation & Management Coding

## On-Site Visits

Practice Management Specialists provide on-site, specialized consultations and telephone support. After initial contact, the specialist calls the practice to follow-up on a consultation request, clarifies services requested and scheduled the site visit for a convenient time. Practice management staff generally does not provide specific verbal recommendations while on site; instead recommendations are provided in a confidential written report prepared and provided back to the practice within 30 days of the visit.

## Workshops

Workshops are also developed and delivered when the topic is such that a group would benefit. Workshops in the past include Evaluation and Management Coding, HIPAA Compliance, HIPAA Privacy, HIPAA Security, Medicare Drug Card, Patient Satisfaction, Insurance Credentialing and working with Medicaid and Medicare. A special hallmark of PMI workshops is that they are held in rural areas to promote easy access, to reduce travel and out of practice costs for the participants.

## Fees

Consultant fees include on-site visits, report preparation, and actual travel expenses associated with the site visit. Three Rivers AHEC's Practice Management Program offers a sliding fee schedule to a medical practice which includes discounts for Medicaid and Medicare ratios, AHEC Preceptor Program participation and health professional shortage area (HPSA) designation at the time of visit confirmation.

**From Start Up ... To Fix Up!**

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