

## The Kent difference makes the difference

Unlike most vendors, Kent addresses not one but all payment-related issues. Clients count on us to:

- Apply for — and ensure the highest level of — coverage and retroactive eligibility
- Pursue correct start dates for Masshealth applications
- Process claims
- Appeal denials
- Provide legal representation, as necessary
- Interact with innumerable bureaucratic state and federal agencies, health insurers, liability coverage providers, and the attorneys who represent them

### ***Our clients don't pay us a cent for claims management until we secure payment for them***

Likewise, our Applications clients pay only a nominal fee for our screening and filing services on Medicaid applications unless eligibility is achieved. We are paid for our applications services contingent on the level of benefits achieved for our clients' patients. This billing structure is yet another way that we demonstrate our commitment to increasing our clients' revenue stream.

## Proven success and a commitment to obtaining the highest reimbursement rates

Kent relies on our 35-plus years of experience representing healthcare providers. Peter V. Kent, Esquire established PV Kent & Associates (formerly the Law Offices of Peter V. Kent P.C.,) in 1988 in order to help healthcare providers obtain payment for their services. The firm has grown from a single office and a few employees to multiple offices hosting a staff of over 40 specialists and lawyers who concentrate exclusively in the healthcare field.

Over the years, we at Kent have established an unparalleled knowledgebase of Best Practices for Reimbursement. At the same time, we keep up with the constant changes in plans and regulations at a level that would be impossible for the healthcare organizations themselves.

### ***Start increasing your reimbursements now***

Call us at **978.777.9998** and ask for **Michelle Rhudick (ext. 323)** or **Dennis S. Scott, Attorney (ext. 304)** to learn how we can help increase your revenues.

## *Best Practices for Healthcare Reimbursement*



**Helping New England healthcare providers convert potential write-offs into paid accounts**



## When New England healthcare providers want to recover more revenue, they come to PV Kent & Associates

That's because the complexities of reimbursement are overwhelming. Successful applications and claims management require impeccable accuracy and synchronization throughout every phase of the patient treatment cycle, from registration through payment.

The healthcare reimbursement specialists at Kent collect and coordinate input from every department, ensuring the meticulous attention and timeliness that are so critical to recovering payment for services.

### **Our Clients**

Kent focuses entirely on the needs of healthcare providers. Our clients include hospitals, community health centers, freestanding outpatient clinics, nursing homes, long-term and chronic care facilities, rehabilitation centers, and physician groups.

## End-to-end support for driving up revenue

New England healthcare providers turn to Kent to help them recover more revenue for the services they provide.

Kent enables clients—including hospitals, community health centers, clinics, nursing homes, and rehabilitation centers, as well as physician groups—to maximize reimbursement for services. Kent has established a core set of Best Practices in the areas of:

### **MassHealth Applications**

Our staff of professionals screen, interview, and file applications for Medicaid insurance benefits in Massachusetts. We follow through from applications to appeals, converting potential write-offs into paid accounts.

### **MassHealth Claims Management**

Kent specialists are meticulously accurate in every step of MassHealth claims management, from filing and tracking to appealing denials. We handle claims that involve MassHealth managed care organizations, including Neighborhood Health Plan, BMC HealthNet, Network Health, and Fallon Community Health Plan.

### **Commercial Insurance Claims Management**

We successfully expedite and maximize reimbursement for claims to commercial insurance companies and HMOs.

### **Out-of-State Medicaid Claims and Applications**

Kent is well versed in the intricacies of out-of-state Medicaid agencies. We have extensive experience enrolling providers in Medicaid programs, applying for patient coverage, and processing claims and appeals to out-of-state organizations.

### **Motor Vehicle, Workers' Compensation, and Veterans Administration Claims Management**

Our specialists carry out the timely action, painstaking follow-up, and proper coordination of benefits that are essential to securing prompt payment from motor vehicle insurers, workers' compensation plans, and the Veterans Administration.

### **Legal Services**

Kent attorneys address healthcare providers' legal needs, providing a critical and valuable component to encouraging payers to fulfill their obligations.

In addition, Kent provides a full range of complimentary services. These range from in-service educational programs and custom presentations to receivables analysis and consultation. Through these services, we regularly guide and inform our clients, enabling them to become proactive, adjusting or eliminating outdated processes that hinder reimbursement.

*In recognition of the unique role that healthcare providers play in their communities, we partner with our clients through every application and claim to protect and enhance their standing in their community.*

*This level of service has earned us the business of 85% of the hospitals in Massachusetts.*