

MEDICAL PRACTICE SERVICES



SVMIC[®]

State Volunteer Mutual Insurance Company

Medical Practice Services Department



*Strategic Resources for
Managing Your Practice*

OPEN ►

Practice Management Services

SVMIC Belongs to You!

Your Practice Management Services Department is here to help you develop the most successful practice possible.

We offer assistance on *any* level for the complex job of managing a medical practice.

- ✓ **Operational Assessments**
- ✓ **New Practice Set-Up**
- ✓ **Mergers**
- ✓ **Financial Assessments**
- ✓ **Strategic Planning**
- ✓ **Patient Relations**
- ✓ **Coding Consulting Services**
- ✓ **Resource Materials**
- ✓ **Clinical Laboratory**
- ✓ **And More!**

Most Practice Management Services are provided complimentary to our policyholders.

1.800.342.2239



Strategic Resources for Managing Your Practice

ASSESSMENT SERVICES

Operational Assessments

An operational assessment involves a comprehensive, on-site review of your medical practice's organizational structure, operations, staffing and office policies, regulatory compliance, and facility layout and function. If deemed appropriate, only portions of a practice might be evaluated. The assessment results and any recommendations are presented through a meeting with the Medical Practice Services consultant.

Financial Assessments

Our consultants are experts at compiling your practice's financial and statistical data then comparing it to medical practice industry standards. This analysis provides valuable insights into a practice's performance in productivity, revenue collections, compensation, and expenses.

Laboratory Assessments

Our clinical laboratory experts can help your practice set up an office laboratory or manage an existing laboratory according to state and federal regulations. Services include A to Z laboratory operations including financial feasibility, billing and coding issues, and pre- and post-inspection guidance.

STRATEGIC SERVICES RESOURCE MATERIALS

Policyholders have access to a variety of resources, through the Medical Practice Services Department. The SVMIC website, www.svmic.com, contains critical information on a variety of healthcare topics, as well as sample forms and letters. We have an extensive library of resource materials on practice management subjects and financial survey data.



Our experience enables your practice to function at its best.

Governance & Behavioral Issues

Many physician group practices struggle with the dynamics of working together as a unified entity moving toward common goals. We can assist practices defining their values, establishing proper governance and guidance in how best to deal with professional behavioral issues.

Strategic Planning

As healthcare evolves, planning for your practice's future is critical. Strategic planning provides practices the opportunity to assess your practice's mission and goals, and prepare for the future. Our consultants are available to facilitate an effective strategic planning session.

Setting Up and Closing a Medical Practice

If you are preparing to open a practice, our consultants offer a wide range of support. From hands-on assistance to simple recommendations, we have the knowledge and resources in areas such as credentialing, staffing, organizational structuring and financial planning to assist you. In the event of a practice's closing, we have developed user friendly guidelines for patient notification, medical records transfer or retention, and privacy guidelines to comply with state and federal laws.

Managed Care Strategies

A managed care expert can assist practices in developing a managed care strategy by reviewing payer contract rates. We can also help identify negotiable areas and educate the staff and/or physicians regarding contract reviews and negotiations.

Free Management Hot Line
1.800.342.2239





EDUCATIONAL SERVICES

The SVMIC website, www.svmic.com, is continually being enhanced to bring you and your staff educational offerings such as HIPAA and OSHA training, EMR and Meaningful Use, and other timely subjects.

We offer onsite educational training in areas such as, Process Improvement, HIPAA, OSHA, CLIA, Compliance, Human Resources and Patient Relations.

OTHER SERVICES

Coding and Compliance Services

Our certified coding specialists perform audits to identify inappropriate coding and billing and to improve overall coding practices. Once an audit is complete, the results and recommendations of the audit are presented to each physician. Additionally, we are available to help practices design and implement a compliance program that conforms to government standards.

Patient Relations and Marketing

Practices can improve their patient relations with the help of our patient relations specialists. From assessing front desk and telephone etiquette, scheduling policies, staff interaction with patients and your practice's culture, our specialists offer recommendations for improvement. Additionally, we provide strategies tailored to the unique aspects of your practice to effectively market your practice.





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Mutual Interests. Mutually Insured.

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