



SIGNATURE Performance



U.S. General Services Administration
Federal Supply Service

Authorized Federal Supply Schedule Price List

CONTRACTOR:

SIGNATURE PERFORMANCE, INC.

10330 REGENCY PARKWAY DRIVE SUITE 305

OMAHA, NE 68114-3736

Contract Number: GS23F0285K

Schedule Title: **Financial and Business Solutions**

Product Service Code: **R711**

DUNS#: **141831797**

Contract Period: **June 5, 2000 - June 4, 2020**

Business Size: **Small Business**

Contract Administrator: **Sheila Waring**

Phone Number: **402-343-0300**

Fax Number: **402-343-0301**

Web Site: **www.signatureperformance.com**

Online access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!, a menu-driven database system.

<http://www.GSAAvantage.gov>

For more information on ordering from Federal Supply Schedules, visit

<http://gsa.gov/portal/content/197989>

CONTRACTOR:
SIGNATURE PERFORMANCE, INC.
10330 REGENCY PARKWAY DRIVE SUITE 305
OMAHA, NE 681143736

Schedule Title: Financial and Business Solutions (FABS)
Product Service Code: R711
DUNS#: 141831797
Contract Period: June 5, 2000 – June 4, 2020
Business Size: Other than small business

About Signature Performance

Signature Performance, Inc. (Signature) is a nationwide provider of healthcare revenue cycle management services, delivering breakthrough performance on behalf of our clients. Our unique business model supports the full spectrum of revenue cycle functions which offers our clients distinct value and synergy. Our clients include health systems, hospitals, surgery centers, specialty groups, military and veterans hospitals through the United States and Europe. Since our inception in 2004, we have grown to represent clients nationwide and internationally.

We blend our best practices, processes, people and technology from all of the healthcare markets we serve to produce industry leading value and metrics in efficiencies and financial returns for our clients. Our driving force is our mission- *Improving the health of our clients' business and making the lives of the people we work with better.*

Healthcare Revenue Cycle Services

- Patient Liability Estimation
- Precertification/Preauthorization Services
- Insurance Discovery & Eligibility
- Insurance Verification
- Point of Service Collections
- Referral Management
- Medical Records Transcription
- Medical Coding, Auditing & Training
- Credentialing
- Contract Management Software & Services
- Medical Billing
- Insurance Claims Follow Up & Auditing
- Payment Posting
- Credit Balance Auditing
- Underpayment Identification & Recovery
- Denial Management & Appeals
- Self-Pay Early Out Recovery, Bad Debt & 2nd Placement Collections

What Sets Us Apart

Superior Emphasis on Quality

Focused on understanding your needs, exceeding your expectations, and positioning to change as your needs change. Signature utilizes ongoing training, and technology to provide greater compliance and program integrity, delivering high performance.

Compliance and Security

High integrity and standards assures compliance with all state, and federal laws. Signature provides ongoing training to associates to ensure compliance with client specific requirements as well as HIPAA. Systems and physical structures are secure and locked down to protect your data.

Results and Performance

Signature has built an organization with a history of success. The cornerstone of our company is our philosophy toward our clients – we understand that we need to provide outstanding service and performance to you. We need to do this while delivering outstanding results. We have a strong reputation for bringing industry expertise, thorough knowledge of the healthcare industry and our superior technology to deliver the results you expect.

Exclusively Focused in Healthcare

Signature is solely focused in the Healthcare industry. That is what we do.

No Offshoring

All services are performed within the continental United States for our clients. Signature does not offshore any services.

Awarded service information listed by Special Item Numbers (SINS):

SIN: 520 15 – Outsourcing Recurring Commercial Activities for Financial Management Services

Miscellaneous Services

Other Health Insurance Identification and Verification

Query nationwide network of insurance payers, clearinghouses and repositories to identify patients with private health insurance coverage, also known as, Other Health Insurance (OHI). Verify insurance policy data elements.

Unit of Issue:	Per Transaction
Overtime Rate:	-
6/5/15-6/4/20:	\$10.50

Third Party Collections and Other Health Insurance Support

Identification and verification of other health insurance, contract management, medical billing, claims auditing, accounts receivable follow up, denial management, payer relations, underpayment recovery, payment posting, and first and third party billing and collections.

Subject matter expertise to provide guidance, research, audits, analysis, training and development of solutions to improve process and productivity for complex financial technical and business issues, medical support applications.

Unit of Issue:	Percentage Per Transaction
Overtime Rate:	-
6/5/15-6/4/20:	21%

Medical Coding Auditor

Remote or On-site Inpatient and Outpatient E&M, CPT, ICD-9 (ICD9) and ICD-10 (ICD10) medical record auditing and training; Clinical Documentation Integrity and Health Information Management audits, education and training to medical staff.

- Qualifications:**
- ✓ CPC-H, CPC, CCS-P and/or CCS certifications are required, RHIT or RHIA are also acceptable
 - ✓ An institution recognized by AHIMA and/or AAPC must accredit education
 - ✓ Minimum of 5 years' experience
- Audits medical record documentation to identify inaccurate coding services.
 - Prepares reports of findings and meets with providers and medical coders to provide education and training on accurate coding practices and compliance issues.
 - Knowledge of auditing concepts and principles, medical coding and billing systems and up-to-date regulatory requirements.
 - Provides second-level review of billing performances to ensure compliance with legal and procedural policies and to ensure optimal reimbursements while adhering to regulations prohibiting unbundling and other questionable documentation and coding practices.
 - Interacts with physicians and other patient care providers regarding coding rules, documentation policies, procedures, and regulations; obtains clarification of conflicting, ambiguous, or non-specific documentation.
 - Trains, instructs, and/or provides technical support to medical providers and medical coding specialists as appropriate regarding coding compliance documentation, and regulatory provisions, and third party payer requirements.

Unit of Issue:	Per Transaction
Overtime Rate:	-
6/5/15-6/4/16:	\$9.67
6/5/16-6/4/17:	\$9.82
6/5/17-6/4/18:	\$9.98
6/5/18-6/4/19:	\$10.14
6/5/19-6/4/20:	\$10.30

Inpatient Medical Coder

Remote or On-site Inpatient E&M, CPT, ICD-9 (ICD9) and ICD-10 (ICD10) medical record coding services.

- Qualifications:**
- ✓ CPC-H, CPC, CCS-P and/or CCS certifications are required, RHIT or RHIA are also acceptable
 - ✓ An institution recognized by AHIMA and/or AAPC must accredit education
 - ✓ Minimum of 3 years' experience
- Responsible for the assignment of accurate E&M, ICD, CPT and HCPCS codes and modifiers.
 - Knowledge of anatomy/physiology and disease process, medical terminology, coding guidelines (inpatient), documentation requirements, familiarity with medications and reimbursement guidelines; and encoder experience.
 - Excellent computer/communication skills for provider and staff interactions to ensure documentation is clear and supports coding assignments.
 - Trains and educates staff on coding issues and plays a significant role in coding compliance activities.
 - Educates providers through individual or group training sessions.

Unit of Issue:	Per Transaction
Overtime Rate:	-
6/5/15-6/4/16:	\$41.66
6/5/16-6/4/17:	\$42.33
6/5/17-6/4/18:	\$43.00
6/5/18-6/4/19	\$43.69
6/5/19-6/4/20	\$44.39

Outpatient Medical Coder

Remote or On-site Outpatient E&M, CPT, ICD-9 (ICD9) and ICD-10 (ICD10) medical record coding services.

- Qualifications:**
- ✓ CPC-H, CPC, CCS-P and/or CCS certifications are required, RHIT or RHIA are also acceptable
 - ✓ An institution recognized by AHIMA and/or AAPC must accredit education
 - ✓ Minimum of 3 years' experience
- Responsible for assignment of accurate E&M, ICD-9 / ICD-10, CPT and HCPCS codes and modifiers from medical record documentation for outpatient visits and ambulatory procedure visits.
 - Knowledge of anatomy/physiology and disease process, medical terminology, coding guidelines (inpatient and outpatient), documentation requirements, familiarity with medications and reimbursement guidelines; and encoder experience.
 - Interacts with professional staff to ensure documentation is clear and supports coding assignments.
 - Educates providers through individual or group training sessions.
 - Trains and educates staff on coding issues and plays a significant role in coding compliance activities.

Unit of Issue:	Per Transaction
Overtime Rate:	-
6/5/15-6/4/16:	\$10.92
6/5/16-6/4/17:	\$11.09
6/5/17-6/4/18:	\$11.27
6/5/18-6/4/19	\$11.45
6/5/19-6/4/20	\$11.64

Patient Appointment Clerk

Schedules appointments for primary care, specialty and subspecialty medical care. Calls patients to schedule, reschedule, and/or cancel appointments as needed, to include appointments for consult/referral specialty care within the facilities. A fully qualified typist (computer keyboard) is required. General medical ethics, telephone etiquette, and excellent communication and customer service skills.

Unit of Issue:	Per Transaction
Overtime Rate:	-
6/5/15-6/4/16:	\$5.05
6/5/16-6/4/17:	\$5.13
6/5/17-6/4/18:	\$5.21
6/5/18-6/4/19	\$5.30
6/5/19-6/4/20	\$5.38

Referral Management Clerk

This position provides clerical/administrative support in the Referral Management Center for customer service, referral tracking, referral appointing, and reporting activities. This position support the daily functions of specialty care referral appointing, referral review and coordination, beneficiary counseling and referral tracking at the facility. General medical ethics, telephone etiquette, and excellent communication and customer service skills.

Unit of Issue:	Per Transaction
Overtime Rate:	-
6/5/15-6/4/16:	\$4.52
6/5/16-6/4/17:	\$4.59
6/5/17-6/4/18:	\$4.67
6/5/18-6/4/19	\$4.74
6/5/19-6/4/20	\$4.82

SIN: 520 4 – Debt Collection

Collections Administrative Wage Garnishments

Perform first and third party collection activities up to and including wage garnishments. Provide third party debt collection activities while ensuring delinquent/defaulted borrowers understand the collection process, their benefits, rights, and responsibilities. Provide necessary skip tracing location information services while complying with regulatory requirements for administrative wage garnishments.

Unit of Issue:	Percentage Per Transaction
Overtime Rate:	-
6/5/15-6/4/20:	22.94%

Third Party Collections

Identification and verification of other health insurance, contract management, medical billing, claims auditing, accounts receivable follow up, denial management, payer relations, underpayment recovery, payment posting, and first and third party billing and collections. Provide third party collection activities while ensuring delinquent/defaulted borrowers understand the collection process, their benefits, rights, and responsibilities. Provide necessary skip tracing location information services while complying with regulatory requirements.

Subject matter expertise to provide guidance, research, audits, analysis, training and development of solutions to improve process and productivity for complex financial technical and business issues, medical support applications.

Unit of Issue:	Percentage Per Transaction
Overtime Rate:	-
6/5/15-6/4/20:	24.94%

SIN: 520 9 – Recovery Audits

Credit Balance Identification and Recovery Services

Unit of Issue:	Percentage Per Transaction
Overtime Rate:	-
6/5/15-6/4/20:	14.96%

Overpayment Identification and Recovery

Unit of Issue:	Percentage Per Transaction
Overtime Rate:	-
6/5/15-6/4/20:	24.94%

Third Party Collections Recovery Audits

Identification and verification of other health insurance, contract management, medical billing, claims auditing, accounts receivable follow up, denial management, payer relations, underpayment recovery, payment posting, and first and third party billing and collections.

Subject matter expertise to provide guidance, research, audits, analysis, training and development of solutions to improve process and productivity for complex financial technical and business issues, medical support applications.

Unit of Issue:	Percentage Per Transaction
Overtime Rate:	-
6/5/15-6/4/20:	21%

Third Party Liability Identification and Recovery

Unit of Issue:	Percentage Per Transaction
Overtime Rate:	-
6/5/15-6/4/20:	22.94%

Terms and Conditions

1. Table of awarded special item number(s) with appropriate cross reference to item descriptions and awarded price(s):

SIN	Description
520 15	Outsourcing Recurring Commercial Activities for Financial Management Services
520 4	Debt Collection
520 9	Recovery Audits

2. Maximum order per SIN:

SIN	Maximum Order
520 4	\$1,000,000.00
520 9	\$1,000,000.00
520 15	\$1,000,000.00

3. Minimum Order:

\$100.00

4. Geographic Coverage:

Worldwide

5. Point(s) of production (city, county, and State or foreign country):

Signature Performance

10330 Regency Parkway Drive, Suite 305

Omaha, NE 68114

6. Quantity Discounts

7. Prompt payment terms:

0%-0 0%-0 NET 0

8. Government purchase cards accepted above the micro-purchase threshold:

Yes

9. Government purchase cards are accepted at or below the micro-purchase threshold:

Yes

10. Foreign Items:

Not Applicable

11. Time of Delivery:

0 Days Delivered (after receipt of order)

12. Expedited Delivery:

Not Applicable

13. Overnight and 2-Day Delivery:

Not Applicable

14. Urgent requirements:

Not Applicable

15. F.O.B. points:

Alaska: D- Destination

Continental US: D- Destination

Hawaii: D- Destination

Puerto Rico: D- Destination

16. Ordering Addresses:

1	Signature Performance Sheila Waring 10330 Regency Parkway Drive, Suite 305 Omaha, Nebraska 68114 USA Ph:402-343-0300 Fax:402-343-0301 swaring@signatureperformance.com
----------	---

17. Ordering Procedures:

For Supplies and Services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) and a sample BPA can be found at the GSA/FSS Schedule homepage (www.fss.gsa.gov/schedules)

18. Payment Addresses:

1	Signature Performance Attn: Accounts Payable 10330 Regency Parkway Drive, Suite 305 Omaha, Nebraska 68114 USA Ph:402-343-0300 Fax:402-343-0301 tberg@signatureperformance.com
----------	--

19. Warranty Provision:

Not Applicable

20. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level):

Not Applicable

21. Terms and conditions of repair parts:

Not Applicable

22. Terms and conditions for any other services:

Not Applicable

23. Terms and conditions of rental, maintenance, and repair:

Not Applicable

24. Terms and conditions of installation:

Not Applicable

25. List of service and distribution points:

Not Applicable

26. List of participating dealers:

Not Applicable

27. Preventative maintenance:

Not Applicable

28. Special attributes such as environment attributes:

Not Applicable

29. Section 508 compliance information:

Not Applicable

30. Data Universal Number System (DUNS) number:

141831797