



Targeted Solutions, the consulting practice of Public Health Management Corporation (PHMC), helps non-profit organizations in the region address many of the challenges of today's changing health and human services environment. PHMC's Targeted Solutions are practical, strategic, and proactive services and products tailored to meet the needs of client organizations. Targeted Solutions services include: Information Systems; Organizational Development; Research and Evaluation; Marketing and Communications; Staffing; and, Fiscal Management. Software products include ChildWare, Client Registry Service (CRS), CRS Billing, and Administrative Automation Services (AAS).

Client Registry Service (CRS) Billing is a comprehensive system designed to automate third-party billing for non-profit service providers. It incorporates agency-specific payment data and allows for electronic claim generation, submission, and reconciliation. CRS Billing provides a complete system for documenting and tracking client services, and allows providers to store manage and retrieve detailed data about clients and the services they receive, including treatment plans and notes. CRS billing takes client service data and turns them into claims, and allows for electronic billing and reconciliation. At no additional cost, CRS Billing includes modules designed to afford non-profits greater efficiency in managing their grants, resources and personnel.

Key Benefits of CRS Billing

CRS Billing is web-accessible – no software needs to be installed on individual computers. CRS billing is hosted on PHMC's servers, and providers receive immediate access to updates.

CRS Billing provides users with the ability to manage all client service and billing data in one integrated system.

CRS Billing is able to store data from multiple programs in a single client record.

CRS Billing reports provide data on client demographics, services, levels of care, and other important clinical data.

CRS Billing is compliant with HIPAA and security protocols. Data backup retrieval and off-site storage procedures meet standard industry requirements.

CRS Billing implementation features include an initial training, user manuals, and ongoing technical support.

CRS Billing's pricing structure reflects the fact that it is designed by a non-profit, for other non-profits.

Billing Functions Include:

- Electronic importing of client Medical Assistance IDs from EVS.
- Authorization Management – Documents pre-authorization for relevant services and imports authorization data.
- Electronic invoicing to third party payers via the creation of HIPAA 837 Transaction files.
- Billing directly to clients.
- Reconciliation and re-billing – Reconciles payments from third party payers, and re-submits rejected claims.
- Allows for electronic import of payment data from 835 files, and from CBH payment reports.
- Reporting – Measures the value of services provided, claims submitted, gross receipts, and rejected services.

Client/Service Functions Include:

- Client data – Stores demographic and clinical data about clients.
- Financial and enrollment history – Tracks client enrollment and discharge, and eligibility with third party payers.
- Appointment scheduling.
- Service tracking and documentation – Records individual and group services, including times, type of service provided, and payer.
- Drug screening results.
- Reporting – Reports data about clients, services provided, and treatment staff caseloads.
- Exports data to Philadelphia's Office of Mental Health.
- Document Imaging – Allows clients' charts to be scanned into the database, categorized, and printed as needed.

Administrative Functions Include:

- Mailing list – Records, categorizes and manages contact information for recipients of communication materials. Records and reports donor and donation information, and tracks event registration and attendance.
- Proposal database – Stores proposal activity and provides reports that summarize data about proposal awards, and grant reporting. Creates automated reminders for fiscal and programmatic reports.
- Staff phone list and phone inventory – Manages directory information and telephone equipment for staff.
- Human Resources – Manages employee demographics, credentials, benefits and performance evaluation history.
- Training documentation and reporting - Manages training certification, workshops, and courses attended for staff.
- Publications catalog – Logs resource materials, including video, brochures, and publications.

CRS Billing Costs

| Package | 12-month start-up | Ongoing Annual | |
|-----------------|-----------------------------------|----------------|----------|
| CRS Billing | \$55,000 | \$25,000 | |
| | | | |
| Number of Users | Annual Connectivity Rate Per User | Minimum | Maximum |
| 1-25 | \$215 | \$215 | \$5,375 |
| 26-75 | \$130 | \$5,505 | \$11,875 |
| 76-150 | \$105 | \$11,980 | \$19,750 |
| 151+ | \$95 | \$19,845 | |

CRS Billing Success

- 11 current subscribing programs/agencies
- 398 individual users
- More than 112,500 service records entered annually into CRS
- More than \$10 million claimed annually through CRS Billing
- Average collection ratio for agencies billing through CRS Billing is 94.25%
- In daily use since 1998

Contact Us

Targeted Solutions is a service of Public Health Management Corporation (PHMC). PHMC is a nonprofit, public health institute committed to improving the health of the community by providing outreach, health promotion, education, research, planning, technical assistance, and direct services. For more information on the Client Registry Service Billing or Targeted Solutions, please contact Amy Friedlander at 215.985.2512 or amyf@phmc.org.