

Typically, when Revenue Cycle resources are stretched thin because someone goes on a leave of absence, vacant positions go unfilled, or a third party disrupts your workflow, you probably reach out to a traditional temporary firm or placement agency. Stop! Contact an EMA executive at [staffing@ema-incorp.com](mailto:staffing@ema-incorp.com) and try a new approach. Working closely with an EMA executive, each client's specific needs are individually evaluated and a unique cost effective solution is designed to provide the resources you need to meet your goals.

## Step One - Assessment

Within eight business hours of contacting E-Management Associates, an EMA executive, experienced in A/R staffing, will contact you to discuss and assess your hospital's specific needs at no cost or obligation.

Twenty-four hours after speaking with an EMA executive and furnishing any necessary information needed, a preliminary proposal or a list of potential candidates will be provided for review. EMA prides itself on "thinking outside of the box" and will present the most astute recommendations in the industry, whether working with your systems and processes or our state of the art facility and systems to provide you the people power to get your goals accomplished!

Evaluating the client's needs, EMA will employ all of its resources to bring the desired outcome to fruition. Possible solutions may include, but are not limited to:

— Revenue Cycle Consulting Service

— Interim Placement Services

— Recruiting Services

— Training and Coaching Services

— Inbound of Outbound Call Center Services

— Mailing Services

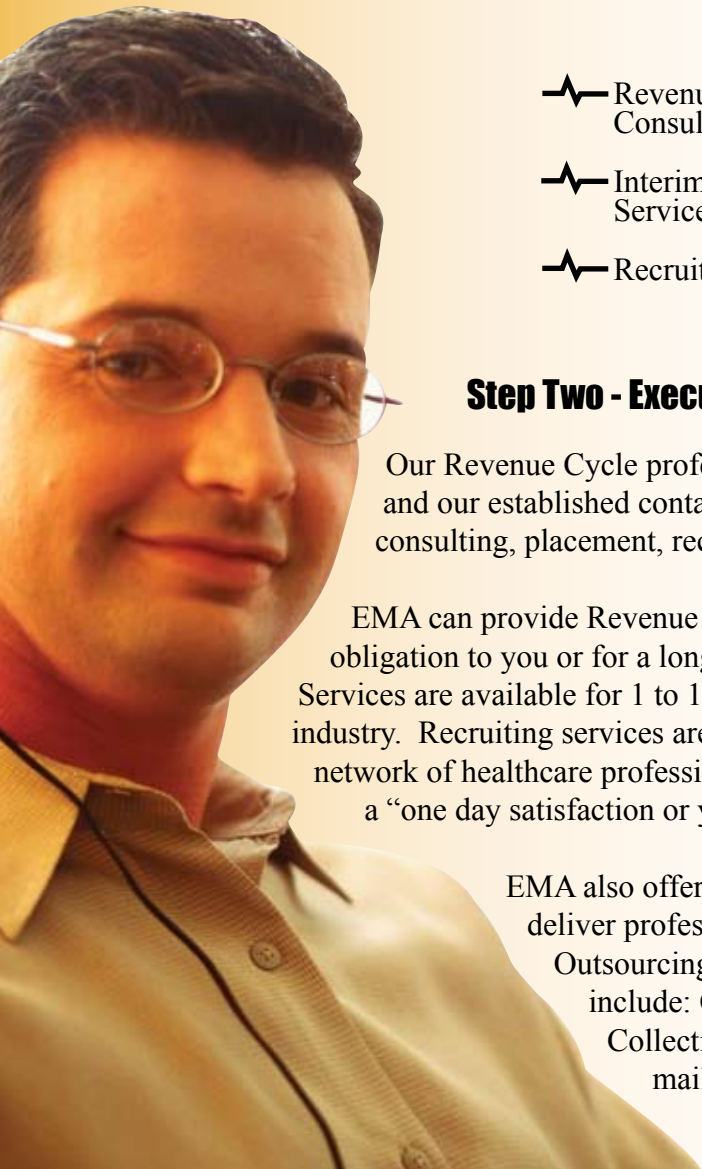
## Step Two - Execution

Our Revenue Cycle professionals are available to clients on a project or temporary basis, and our established contacts and databases make us an extremely effective network for consulting, placement, recruiting, training, and outsourcing services.

EMA can provide Revenue Cycle consulting services for as long as one week at no cost or obligation to you or for a longer period of time with competitive pricing. Interim Placement Services are available for 1 to 180 day projects in the most cost effective manner within the industry. Recruiting services are typically done at no cost whatsoever through our extensive network of healthcare professionals. While some training and coaching services are done with a "one day satisfaction or your money back" guarantee, others are done for free.

EMA also offers an entire portfolio of outsourcing services designed to deliver professional, meaningful results while adhering to Best Practices.

Outsourcing services can be done on an interim or ongoing basis and include: Cash Acceleration programs, Time Payment programs, Collection services, Injury Related Claims programs, and follow-up and mailing services.



With decades of experience in healthcare receivables, E-Management Associates has the resources and knowledge to assist in all of your staffing needs, whatever they might be.

As a leader in revenue cycle strategies specializing in credit & collect representative and customer service representative placements, EMA also has an extensive network of experienced personnel from supervisors to coders and billers, available to be at your site or work off site at a moment's notice.

Either interim or full time, each candidate we send you is a Revenue Cycle professional, not a temp who wants to get into healthcare or a candidate without qualifications.

Call us, we're here to help!  
**800-639-3129**

[www.ema-incorp.com](http://www.ema-incorp.com)

## Step Three - Accountability

We stand behind our work 100%. If you are not satisfied with our temporary staff by the third day, then you don't pay the fees. Similarly, if you are not satisfied with our Training and Coaching services after the first day, then you don't pay the fees.

All outsourcing services are monitored on a daily basis by a supervisor and on a weekly basis by management. A Client Services executive also reviews each program's performance either monthly or quarterly with appropriate management at the hospital. Meetings include comprehensive standard reporting of the services being performed.

Customized reporting is also available at no additional cost. Custom reports are available on demand daily, weekly, or monthly, and can be sent in either hard or soft copy. They can also include any statistical information regarding activity.

## A Fresh Approach!

EMA has been assisting the medical community for more than two decades. We are Revenue Cycle specialists, engaged specifically in problem solving.

At no cost or obligation, an EMA executive will conduct an in-depth assessment of your specific needs and provide your hospital with a comprehensive proposal of recommendations which can be executed effortlessly and efficiently.

## EMA Key Benefits

- Decades of collective experience in problem solving solutions for the healthcare community
- Personalized phone contact during day or evening hours without the use of impersonally pre-dictive dialing equipment
- Seamless bi-direction interfaces between the hospital system and EMA's proprietary systems
- Guaranteed tactical plans of statement and/or voice follow-up
- Customized Reporting in either hard or soft copy
- Flat fee or risk-shared pricing
- Over two decades of proven results
- Superior customer service