



Sceptre Management

Renal billing specialists

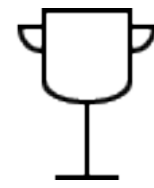


WE DELIVER THE BEST REVENUE CYCLE MANAGEMENT SERVICES

Sceptre Management Solutions, Inc. was founded in 1997 by Gail O'Dell Collins for the purpose of helping independent dialysis programs and nephrology practices become successful.

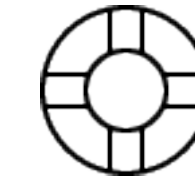


OUR MISSION



EXCEPTIONAL REVENUE CYCLE MANAGEMENT

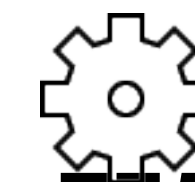
Our renal billing specialists work diligently to ensure that you receive every collectable dollar.



CUSTOMER SERVICE

Our friendly staff have your revenue goals in mind and understand the value of your time and services.

When you call Sceptre, our phones are answered by a person, not a machine. And you only need to talk with your Account Coordinator to have any and all questions answered regarding your billing and receivables.



TEAM WORK AND EXCELLENCE

We approach Revenue Cycle Management as a team effort between us and our clients. We continually strive to provide you with outstanding and effective service..



OUR VISION



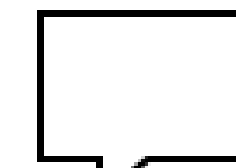
SKILLED SPECIALISTS

Our in-house trainers ensure that your specialist is always up to date on ever changing billing regulations. Training is ongoing and consists of group meetings and one-on-one activities.



ADVANCED TECHNOLOGY

Sceptre continues to evolve its IT infrastructure to provide the most secure and robust processes for meeting your revenue cycle needs.



EFFECTIVE COMMUNICATION

We believe that efficient communication is key to maintaining a healthy A/R. Our specialists are proactive and also respond promptly to your questions.

CLIENT TESTIMONIAL



“

All of our billing is done through Sceptre Management. The staff is friendly, efficient, and very helpful... I can highly recommend,”

Sceptre Management.

*Allen L. Rada
RNC, CDN, CEO*

OUR FOUNDER

GAIL COLLINS

30 years experience in the
dialysis industry

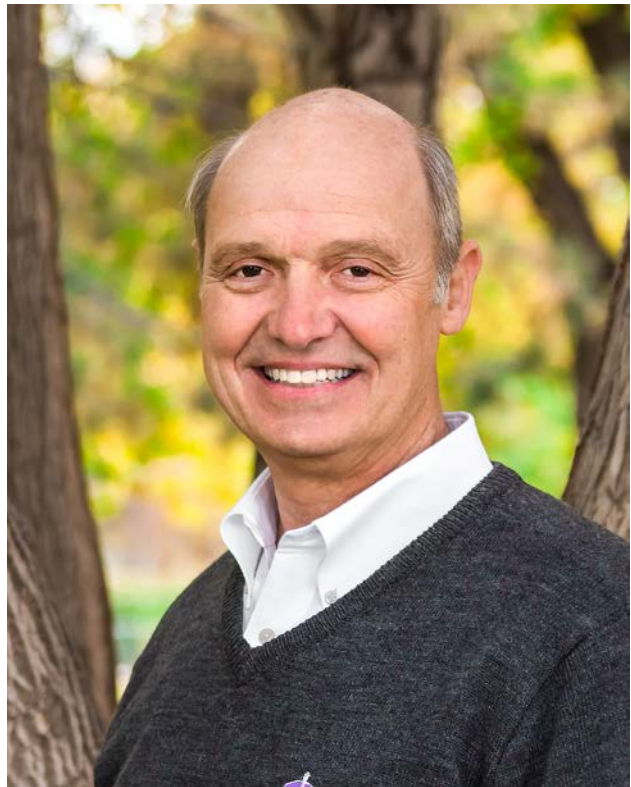
Business owner for 19 years

Former NRAA board member



MANAGEMENT TEAM

OVER **90** YEARS OF
COMBINED EXPERIENCE



RICK COLLINS
Chief Operating Officer



JENNIFER HICKS
Vice President



LUANN CALDER
Director of Operations



PHILLIP MORRILL
Strategic Initiatives



SARAH TOLSON
Director of Training

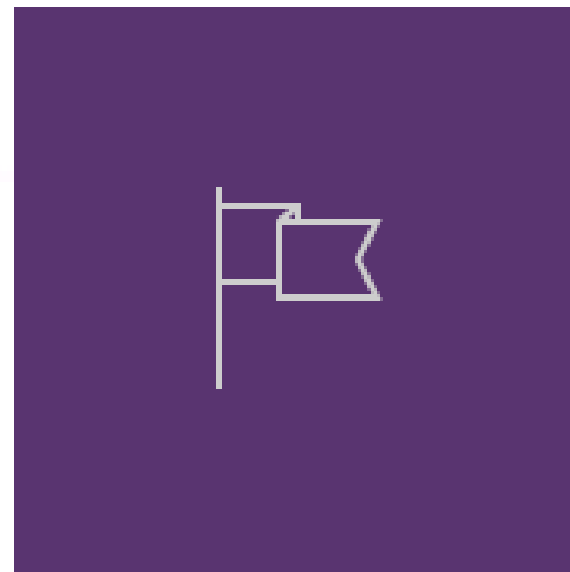
CLIENT TESTIMONIAL



Lynn Riesenber
Dialysis Director
BSN, MSLA, RN, CPA

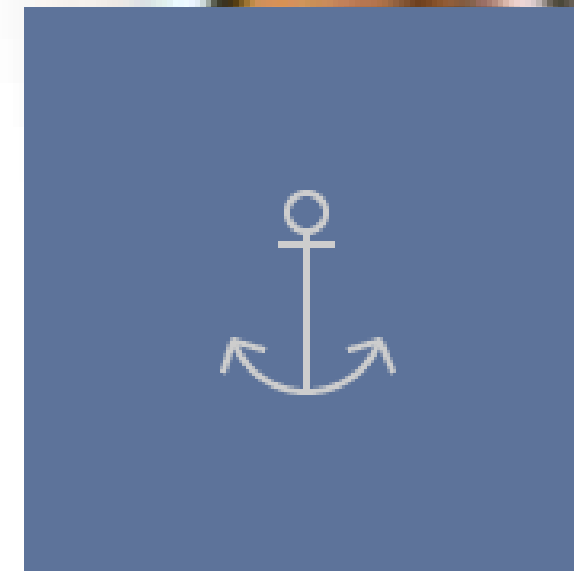
“ *Sceptre has an extremely knowledgeable training officer; this ensures that the account specialists hit the ground running... Sceptre has never let me down.* ”

OUR CORE VALUES



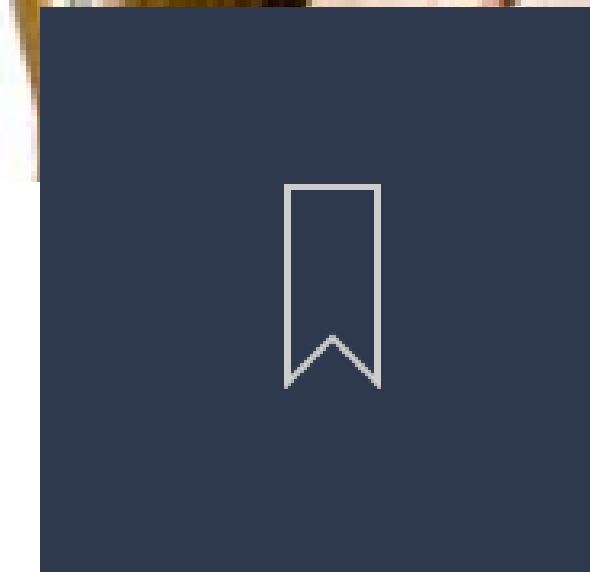
OWNERSHIP

Our staff understands the importance of collecting every dollar we can on your behalf.



ACCOUNTABILITY

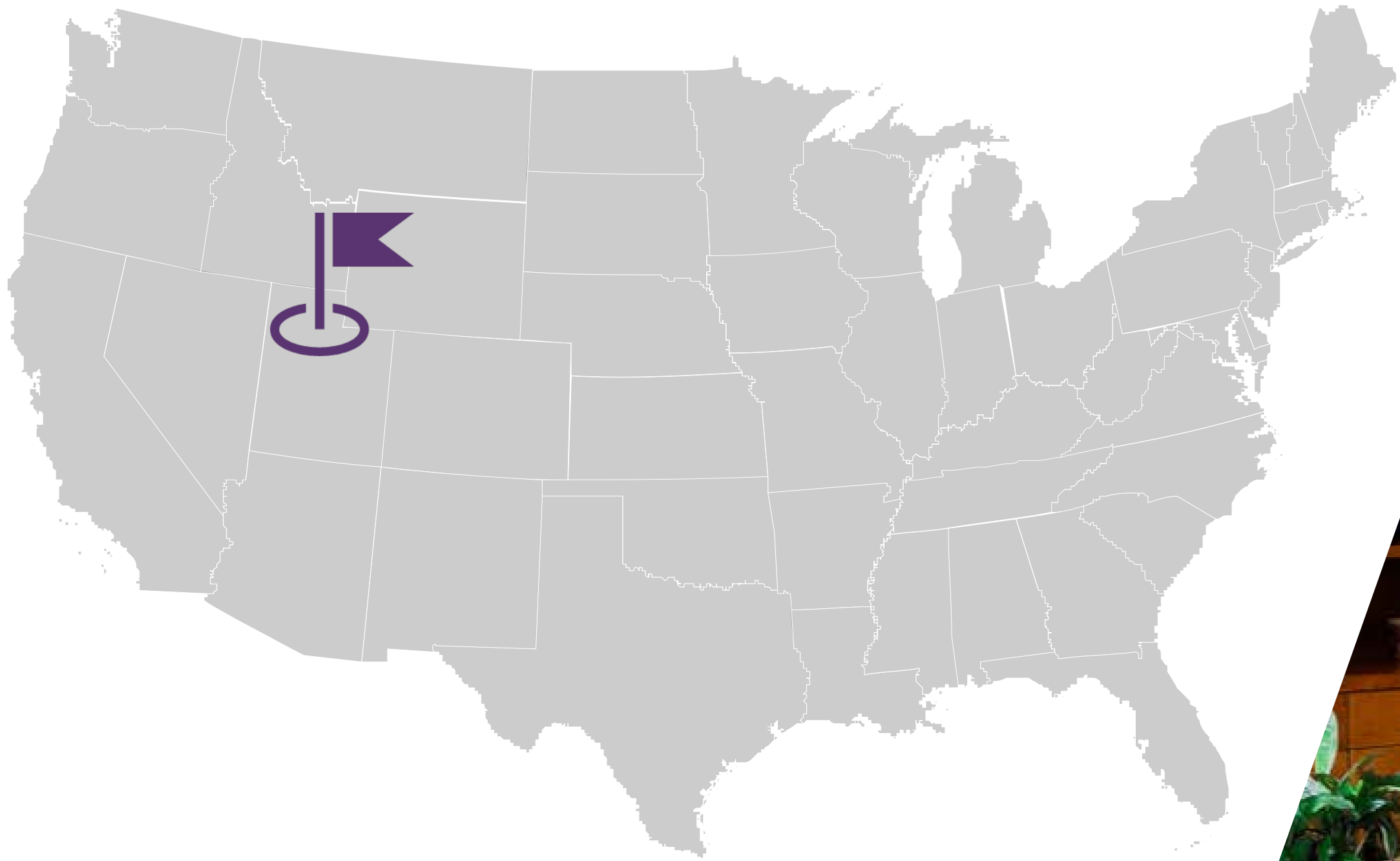
We have built custom monitoring and productivity tools to help our staff evaluate and maintain the health of your account.



INTEGRITY

We treat our customers the way we would want to be treated.

HEADQUARTERS



WHERE ARE WE LOCATED?

Our headquarters is located in Utah, just north of the metro Salt Lake City area. We have 40 dedicated employees and offer our billing services to practices and facilities nationwide.

MEET OUR TEAM



CLIENT TESTIMONIAL

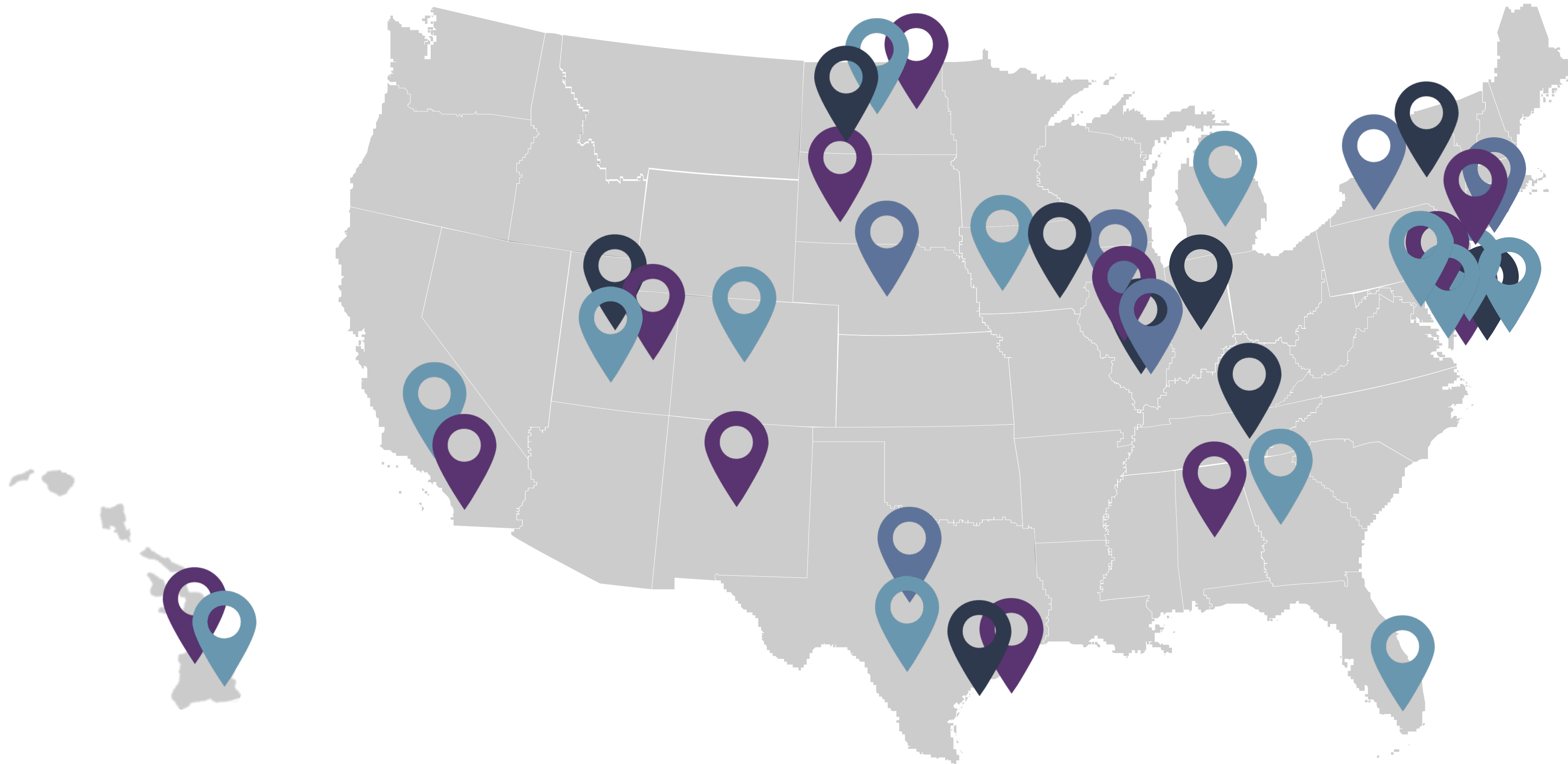


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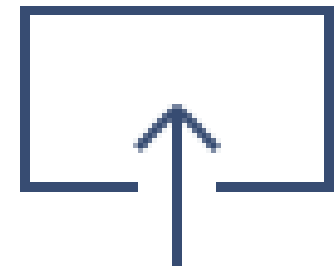
We have been a client of Sceptre for over 8 years. I am so thankful that we found Sceptre. We will not use any other company.”

*John R. Hedrick
Owner*

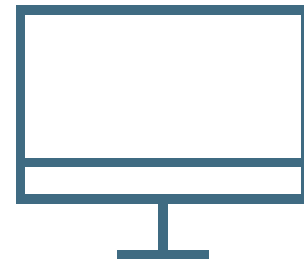
FACILITIES WE SERVE



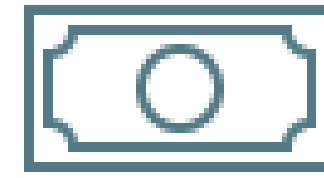
OUR SERVICES



Electronic Payer
Enrollments



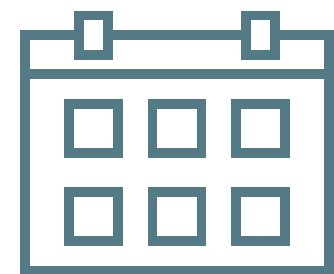
Electronic Claim
Submittal



Quick & Accurate
ERA Posting



Accounts
Receivable Follow-up



Accurate Monthly
Reporting



Payer Contract
Negotiation

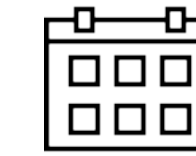


Insurance
Verification

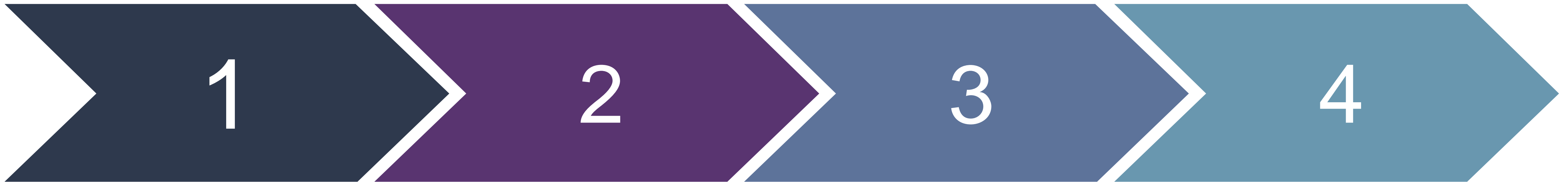


Prior
Authorization

ONBOARDING & MONTHLY PROCESSES



Less than 60 days to onboard



1

2

3

4

SIGN CONTRACT

Once the contract is in place, the onboarding process begins!

SUBMIT INFO FOR BILLING

Company & patient info; services provided. Can submit electronically or on paper.

SCEPTRE SUBMITS CLAIMS & FOLLOWS UP

Claims sent electronically. Follow up on unpaid claims. Payments posted.

SCEPTRE RECONCILES & SENDS REPORTS

Payments posted in our system are reconciled with the deposits you actually received. Easy to understand reports follow.

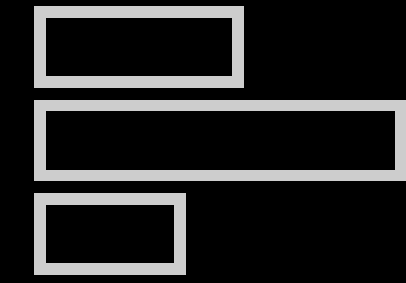
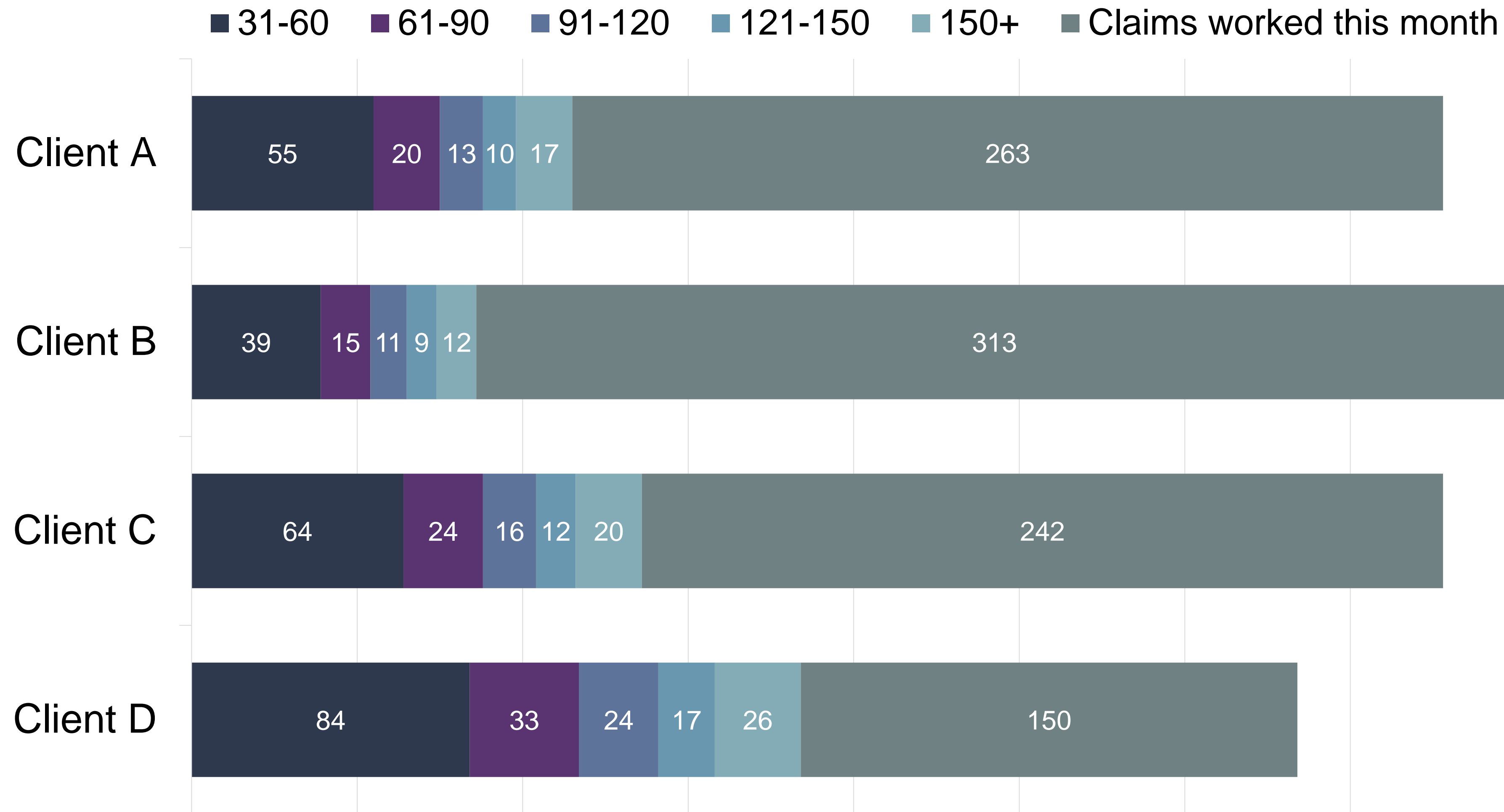
CLIENT TESTIMONIAL



Karen Kelley
MHA, BSN, RN, CNN

“*I am confident that by using their services we have the tightest and timeliest revenue cycle management possible.*”

CUSTOM MONITORING TOOLS



ANALYTICS

Data analysis helps our team prioritize and identify a plan of action to keep your cash flow healthy!

ACCOUNTABILITY

Our custom tools establish ownership in collecting each and every dollar for you.

COMPLIANCE TEAM



STEVE LASSIG
Director of IT



PHILLIP MORRILL
Strategic Initiatives

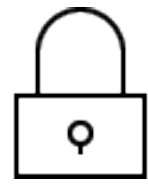


TAMMIE PAGE
Billing Privacy Officer



SHAELYNN VOLK
Billing Compliance Officer

SOLID TECHNICAL FOUNDATION

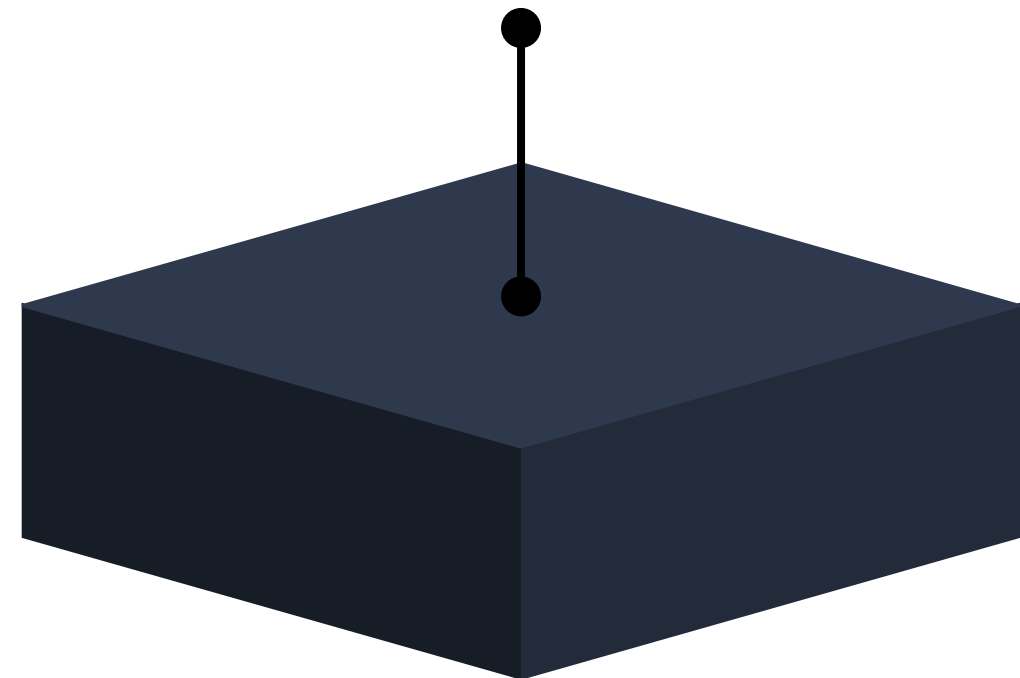


SECURITY

Sceptre meets or exceeds HIPAA regulations

All data is encrypted at rest and in transit

Regular internal security audits

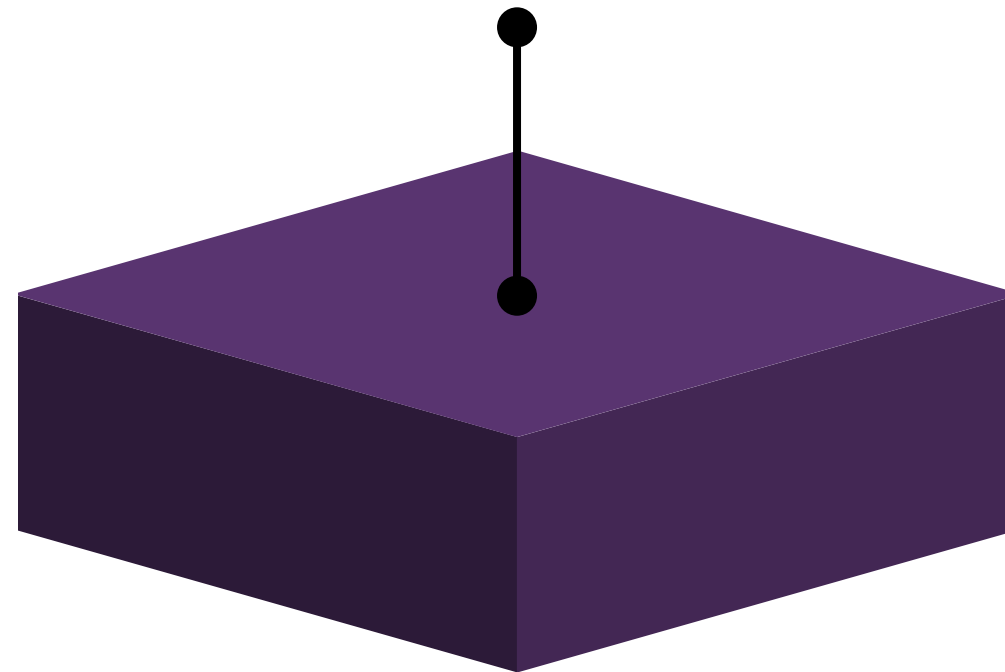


AUTOMATION

Cutting edge A/R tools

Automated monitoring & productivity tools

Automated practice integration

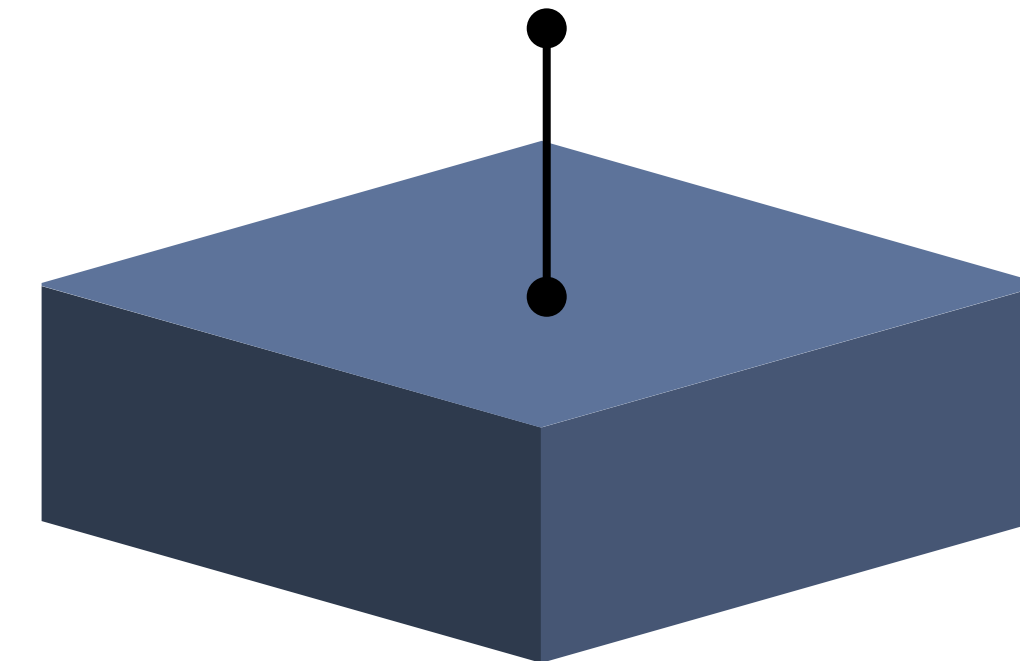


INFRASTRUCTURE

Multi-layer data backups

Managed security firewalls

Certified SSAE 16 II offsite data center



DATA INTEGRITY & SECURITY

01

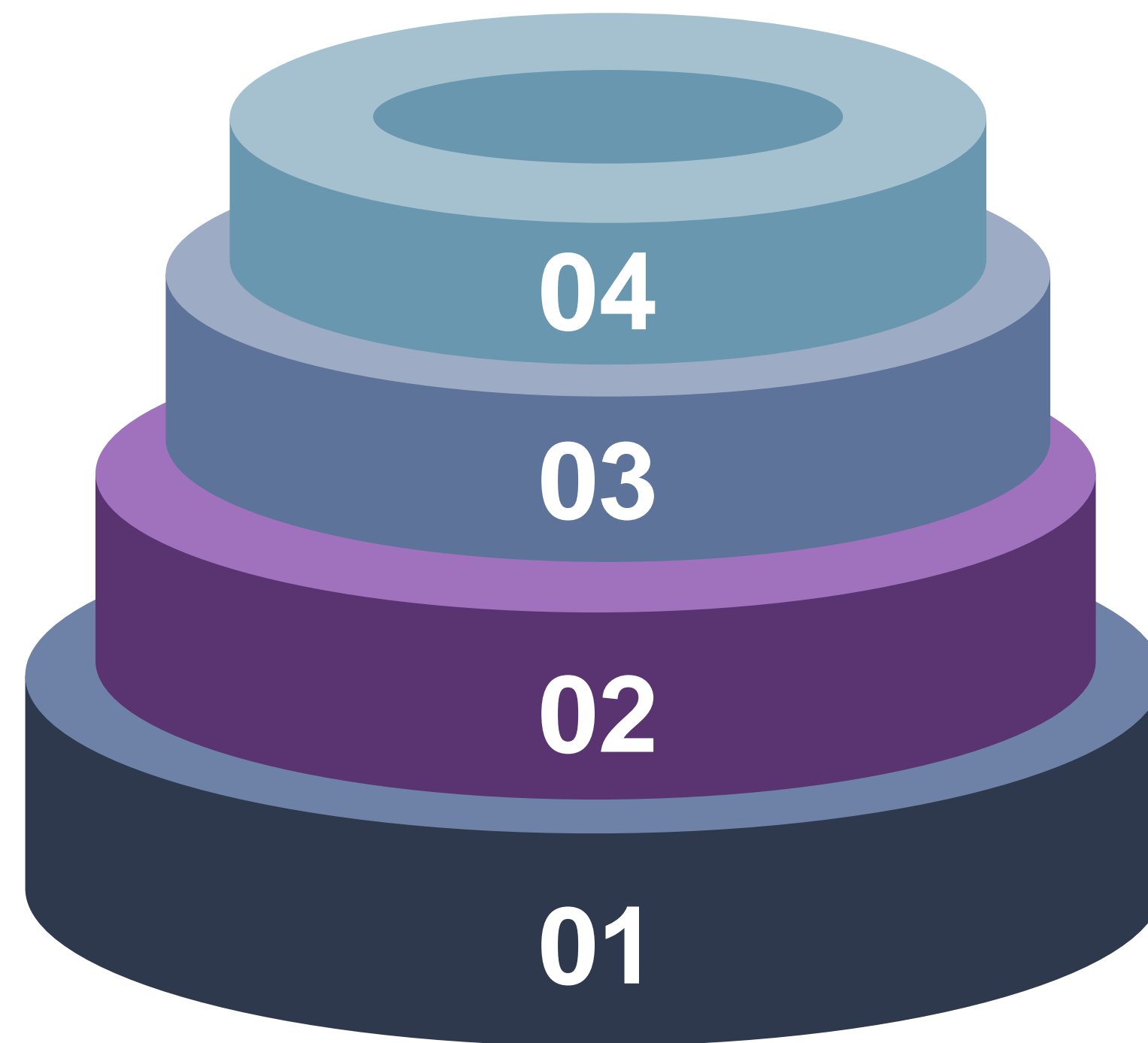
CORE DATA

Your data resides on reliable, robust servers. Each server is mirrored and backed up locally.

02

FILE DATA

Every 30 minutes your file data is backed up to a secondary server for an additional layer of protection.



03

COMPLETE DATA

The complete OS and file data is backed up for rapid restore and recovery in case of unlikely server failure.

04

OFFSITE DATA

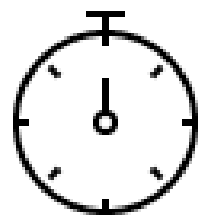
For maximum protection, your data is backed up every hour to a certified offsite data center.

AUTOMATION



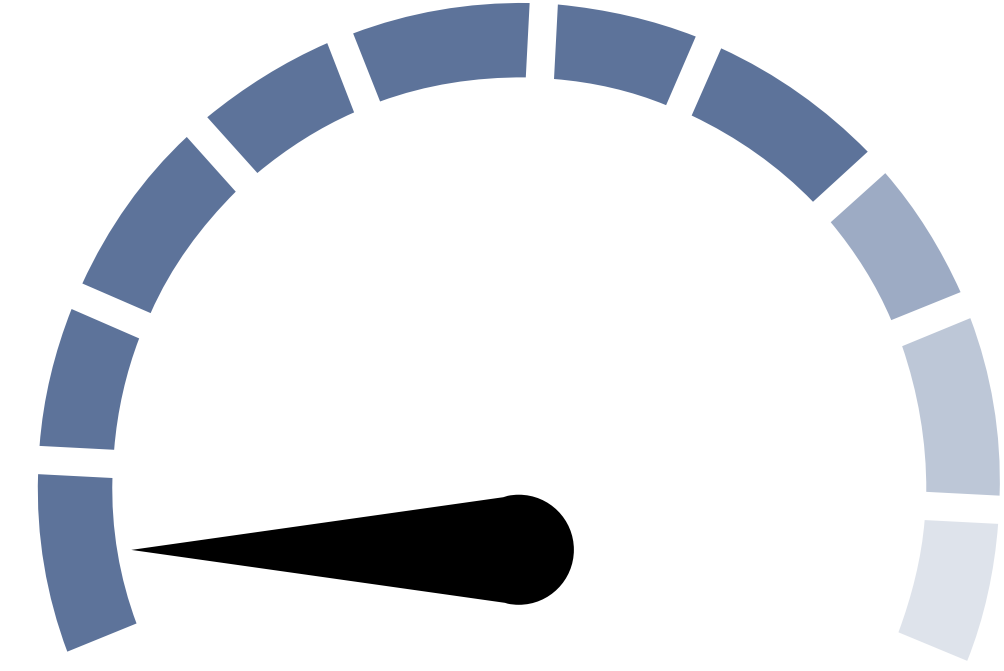
A/R WORKFLOW

Our cutting edge software prioritizes our workload in order to bring in your reimbursement as quickly as possible.



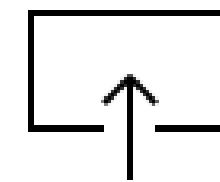
MONITORING TOOLS

Our innovative reporting dashboard helps us efficiently monitor all areas of your account.



PRACTICE INTEGRATION

We can interface with your practice's software and/or EMR. Our development team offers custom solutions for your practice or facility.



OUR TEAM LEADS



MELANIE REES

Team Lead



BRITTANY PETERSON

Team Lead



DEBBIE BUCKWAY

Team Lead

OUR TRAINING TEAM



SARAH TOLSON
Director of Training



RIKKI KIMMEL
Trainer

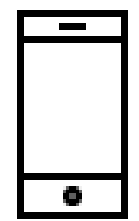
CONTACT US

HAVE QUESTIONS

Visit us at our website for more information, or call our office to speak with our experienced team.



partnerwithus@sceptremanagement.com



(801) 775-8010



www.sceptremanagement.com

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