



The Frontline Group (TFG) has over 25 years' expertise in business process optimization, project management, risk management, and IT implementation in the petroleum, healthcare, and aerospace industries. We assess, identify, and analyze process gaps and risk, then execute solutions aligned with regulatory and policy compliance while reducing risk exposure and implementing standardization to improve ROI, data quality, and operational efficiency.

TFG Healthcare IT Services

<p>Data Standards</p> <p>HIPAA Standard Transactions Electronic Claims Attachments HL7 FHIR CORE Operating Rules</p>		<p>Security and Risk</p> <p>HIPAA Risk Assessment BowTie Risk Assessment Physical Security Integrated Mitigation</p>	
<p>MACRA/MIPS</p> <p>MIPS Score Estimation CQM Gap Analysis APM/MIPS Remediation</p>	<p>Business Process Optimization</p> <p>Process Mapping Workflow Analysis Assessment and Remediation Refinement and Evaluation Human Factors</p>	<p>CARC/RARC ROI</p> <p>Claim Adjustment Reason Code Remittance Advice Remark Code Compliance, Analysis, Optimization Post Hoc ROI</p>	



DATA STANDARDS IMPLEMENTATION AND OPTIMIZATION

It's not about the format – it's about the process

Properly implemented, a standards-based data solution can reduce errors (or prevent them from entering your system altogether) and reduce the costs and delays of manual reviews and paper/fax-based production, storage, and retrieval. TFG goes beyond minimal compliance, with a code- and business process-based approach that maximizes ROI by replacing costly error-prone manual processes with high-value automated solutions. Phone calls and fax transmissions are reduced. Personnel are freed from repetitive, low-value tasks to pursue more complex activities that further drive revenue recovery and cost reduction.

- *Expert implementation of X12 HIPAA standards and supporting transactions (ASC X12 837, 835, 270/271, 275, 276, 278, 834, 997, 999)*
- *EDI software implementation and tuning (all major translators, TIBCO/Foresight, Informatica)*
- *Transition to electronic attachments for medical documentation*
- *HL7 FHIR interface development and implementation*
- *CORE Operating Rules gap analysis and remediation*

SECURITY AND RISK ASSESSMENT AND REMEDIATION

360-degree risk assessment and remediation

Recent regulatory action has driven up the cost of privacy and security vulnerabilities. HIPAA Covered Entities are required to perform periodic Risk Assessments (RAs), which include technical, operational, policy, and physical security elements. A security breach involving more than 500 records may require reporting to CMS for posting of the incident online, publication of a notification to local news outlets, and even the provision of identity theft protection to the impacted patients. And you may have much less time to accomplish this than seems practical. (The thousands or millions of dollars in penalties can take some time.) The TFG approach goes beyond readiness and reporting to true prevention. Our cross-industry experience makes us uniquely qualified to integrate risk identification, mitigation, and remediation with regulatory review, and adds a level of physical and operational safeguarding that IT-centric firms are not able to match.

- *HIPAA-mandated Risk Assessment*
- *BowTie Risk Assessment and response development*
- *Integrated physical security assessment and response development*
- *Integrated SCA/RA remediation and mitigation*



MACRA/MIPS READINESS AND REMEDIATION

Avoiding icebergs in the sea of change

Regulation promulgated under the Medicare Access and CHIP Reauthorization Act of 2015 (MACRA) will profoundly change the landscape of both clinical and administrative practice over the next several years. The Merit-based Incentive Payment System (MIPS) and Alternative Payment Models (APMs) tie payments and penalties to a provider's ability to capture and submit clinical quality measures (CQMs) intended to represent how effectively they have managed patient care. More critically, the notion of a baseline for quality care has been virtually eliminated – under MACRA, there will be winners whose results are considered worthy of reward, and losers, whose revenues will be offset to provide the funding for those bonuses. TFG believes there are a lot of good providers who have bad reporting. We'll help you predict your score, assess any technical or operational gaps that we may uncover, and capture the needed data to optimize your outcome.

- *MIPS score estimation*
 - *Clinical Quality Measures reporting gap analysis*
 - *Alternative Payment Model/MIPS reporting remediation*
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BUSINESS PROCESS OPTIMIZATION

Taking technology, process, and culture into account

TFG is known for balancing diligence and attention to detail with the ability to see the big picture, a skill developed by studying our customer to understand their unique harmony of process and technology with organizational culture and individual motivation. It is through this holistic lens that we analyze existing processes to develop recommendations for practical, fit-for-purpose solutions delivered in manageable, scalable pieces. For a TFG consultant, process analysis means coming to the table with an expectation of what we should hear when we talk through a workflow and asking the right questions when we don't hear it. Combination of these techniques with The Frontline Group's historical commitment to establishing a true learning organization within our customers - one that works together to continuously analyze progress while ensuring the bottom line goals of running a great business are met – means that at TFG, Business Process Optimization leads to realized positive transformation.

- *Process mapping and workflow analysis*
- *BPO assessment and remediation*
- *Goal refinement and post-solution measurement & evaluation*
- *Human Factors analysis, process & procedure streamlining, and development of safety-critical checklists to reduce avoidable errors*



CARC/RARC ROI ASSESSMENT AND REMEDIATION

Can a few codes save you a million dollars? Let us show you.

On the X12 835 Health Care Claim Payment/Advice transaction (also known as the Electronic Remittance Advice or ERA), the Claim Adjustment Reason Code and Remittance Advice Remark Code data elements are intended to inform a provider how a billed charge was adjudicated, and how to resolve any discrepancies. Is it a contractual discount? Were two codes bundled? Do I need more verification? How much is the patient responsible for? Sadly, the codes entered by the health plan often fall short of telling the complete story, leading to costly and time-consuming phone calls for both parties. We can work with health plans and providers to identify and optimize the effectiveness of their coding and reconciliation efforts, to maximize automation and minimize errors and rework on both sides. Better yet, we will baseline the processes beforehand, then provide ROI analysis of the enhancements we help you implement. And if there is a situation that calls for a new code, we'll help you submit a request to have one created.

- *Analysis of Claim Adjustment Reason Code and Remittance Advice Remark Code utilization*
- *CARC/RARC CORE compliance assessment*
- *Transaction/Call/Document baseline assessment*
- *CARC/RARC remediation and optimization strategy*
- *Trading partner outreach and documentation*
- *CARC/RARC implementation and training*
- *Transaction/Call/Document post hoc assessment and ROI analysis*
- *CARC/RARC submission to code maintenance organizations for new applications and unresolved situations*

Legal business name	The Frontline Group of Texas, LLC
DUNS	624529108
CAGE	5QC54
TX CBML Vendor ID / Vendor Number	1743069609000 / 489982
Primary Category	Administrative Management and General Management Consulting Services (541611)
Organization	For-profit Limited Liability Company, Self-certified Small Business Enterprise (SBE)
NAICS Codes	
541511, 541512, 541611, 541612, 541614, 541690	
PSC Codes	
D325, D314, R405, R702, R703, U009, R413, R426, R406, D318, U004, D310, R499, R425, R420, R707, U008, R410, U006, B537, B543, R423, R497, D311, R408, D306, B550	
NIGP Codes	
918-21, 918-25, 918-29, 918-32, 918-71, 918-75, 918-88, 918-90, 918-93, 920-15, 920-44, 920-64, 920-65, 920-66, 958-16, 958-56, 958-58, 958-60, 958-61, 958-77, 958-82, 961-12, 961-16	
UNSPSC Codes	
80000000, 80100000, 80101500, 80101507, 80101508, 80101600, 80101603, 80101604, 80101702, 80111501, 80111608, 80111609, 80111610, 80160000, 80161500, 80171500, 80171900, 81111500, 81111800, 81111809, 81111811, 81112000, 81112200, 81112218, 81112220, 81131500, 81141500, 81141801, 81160000, 82111500, 86132000, 86132100	