

TECHNOLOGY

We look for smart ways to develop and integrate technology into all areas of our organization, allowing us to **deliver long-term value to our partners** and improve operations at our centers.

LUVO®

Our proprietary, web-based, HIPAA-compliant management system designed to deliver tools and remote services used for operating a wound care program.

LUVO EMR™

An electronic wound documentation system that leads your staff through workflows specifically designed to encourage complete and accurate documentation.

INTERFACES AND INTEGRATIONS

Luvo EMR integrates with industry-standard HL7 interfaces. Other hospital services that expose their data through an API or RESTful service can be integrated with Luvo.

REPORTING

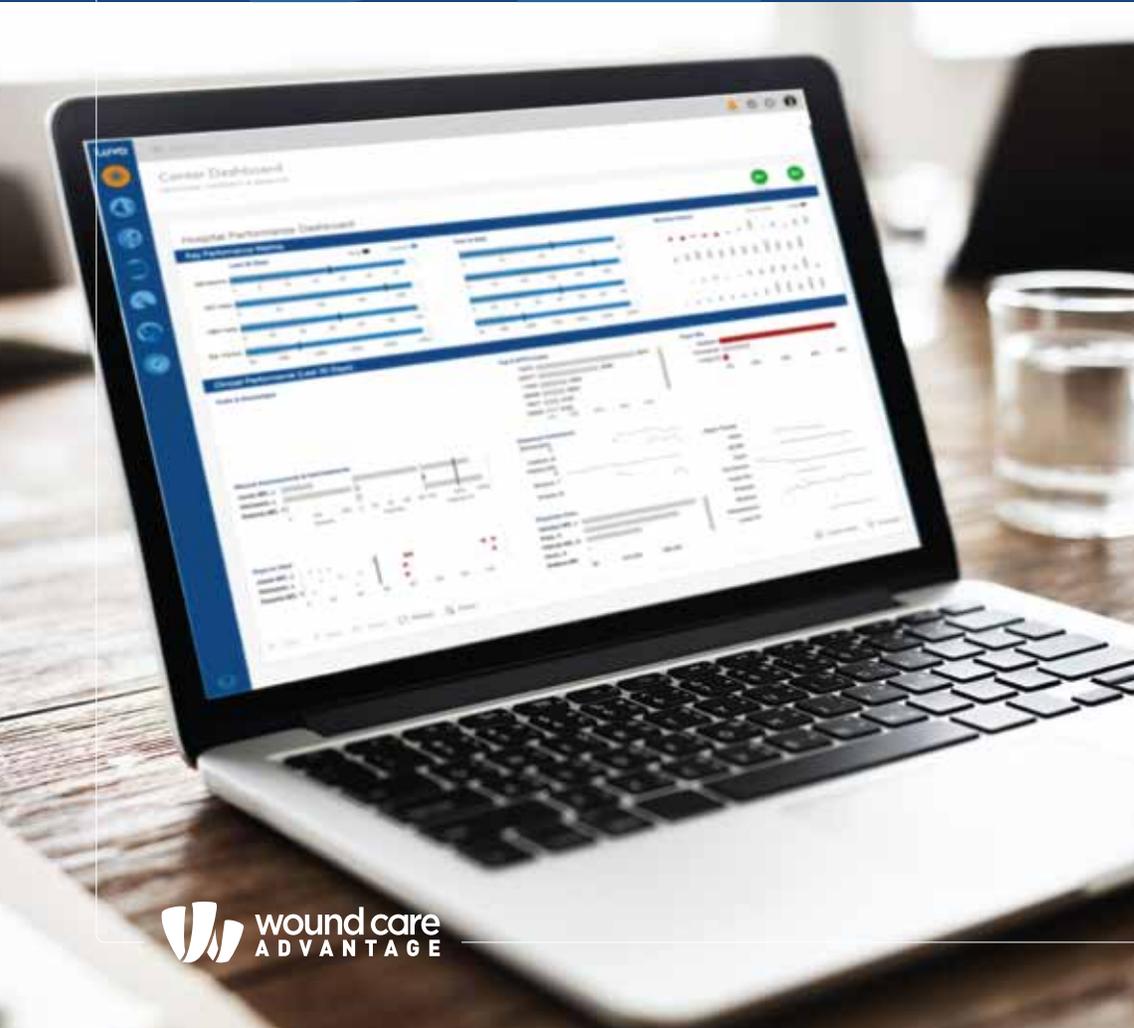
Robust benchmarking, reporting, and dashboards that tracks key clinical, operational, and financial performance indicators.

FLIGHTPLAN

An innovative referral management system that makes it easy to find and visit local physicians treating patients who may require advanced wound care. FlightPlan includes RADAR, WCA's custom referrer algorithm.

PATIENT HAPPINESS

A custom iOS application that provides the hospital and program director with real-time patient satisfaction scores in the clinic.



EDUCATION

Our education and training engages all levels of program staff and patients in the healing process. We provide evidenced-based resources to **grow staff in their knowledge of clinical and operational aspects of wound care.**

LUVO UNIVERSITY®

Our online learning management system provides over 100 video-based courses for both clinical and non-clinical team members. We also have partnerships with national organizations to offer continuing education credits.

ON-SITE TRAINING

WCA team members work on-site to transition your program to the Luvo platform with additional on-site visits provided as needed. Clinical and operational experts provide on-site assistance throughout the life of the contract.

REGIONAL MEETINGS

Clients are invited to our regional meetings and national conference where industry leaders reinforce standards of care and discover new concepts in the science and business of wound care.

WEBINARS

WCA hosts monthly operations webinars to answer questions, address common operational issues and share new information. Monthly HBO webinars are also offered for safety and operational training, with continuing education credits offered for certified technicians.

PHYSICIAN EDUCATION

Physician education is provided for documentation support, product selection and use, and reimbursement changes. Physicians benefit from the medical directors at WCA and are invited to shadow at our flagship facilities located in Southern California.

COMMUNITY EDUCATION

Physician outreach and public relations efforts **increase awareness of the wound care program in the community** as well as nurture the existing referring base. Consistent, organized community education is critical to the center's success.

PLANNING AND STRATEGY

We review current CE efforts and volume needs for the program, analyzing the service area to develop an effective plan. Suggested weekly and monthly targets help guide the program director, with periodic check-ins to assess and adjust if needed.

COLLATERAL TEMPLATES

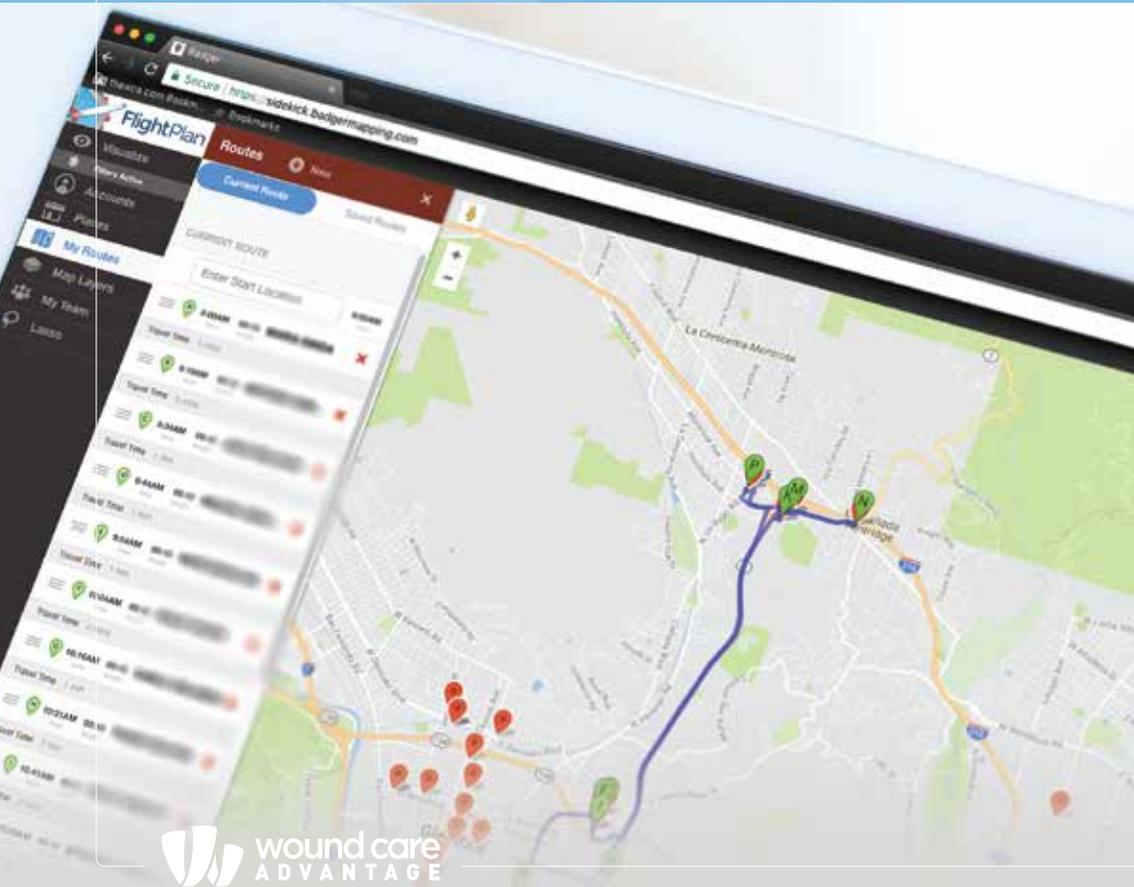
Luvo contains collateral templates and copy samples for the hospital marketing and public relations teams. Quick reference sheets give your director and liaisons the materials they need to communicate with physicians.

TRAINING

The Regional Directors of Operations provides direction on CE plan management, including training and best practice advice for referring physician visits for directors and liaisons who are new to wound care.

FLIGHTPLAN

An innovative, referral management system that makes it easy to find and visit local physicians treating patients who may require advanced wound care. FlightPlan includes RADAR, WCA's custom Referrer Acquisition and Development Algorithm.



REVENUE CYCLE

Financial pressures on wound care programs and, by extension, hospitals, continue to increase. The ability to contain costs, manage reimbursement, and stay in front of regulatory and financial changes are of paramount importance to running a financially successful service line.

BILLING AND CODING SUPPORT

Billing and coding specialists are available to answer questions and provide advice when needed. We provide guidance on ICD-10 coding and best practices for billing to keep your documentation compliant.

BILLING AND CODING SERVICES

For facilities and providers interested in outsourcing billing and coding, WCA's sister company, Medicor Billing and Coding Services, LLC, provides both facility and provider billing and coding services.

DENIAL ASSISTANCE

Our denial managers assist with denials for both large and small healthcare dollars to ensure your center is paid for services provided. We also examine the minimum write-off threshold to look for missed dollars in the service line.

CHARGEMASTER REVIEW

Your facility chargemaster is reviewed and updated annually to reflect changes in Medicare reimbursement and to provide reliable collections estimates in Luvo EMR.

BUDGET GENERATION

Facility budgets are based on volumes and treatments to track estimated collections, keeping your facility up to date with reimbursement and projected income. Budget tracking includes admissions, treatments, and visit types, among others.



ACCOUNT MANAGEMENT

Our regional teams provide daily assistance, leaving managerial responsibilities in the hands of the hospital. **We provide operational and clinical support personnel** to ensure your team has the support needed to run a successful program.

OPERATIONS SUPPORT

Each center is assigned a Regional Director of Operations. The RDO provides operations and managerial support and serves as the main liaison between WCA and the hospital and clinic.

CLINICAL SUPPORT

A Regional Clinical Coordinator supports the center's physicians and nurses. Assistance varies, but can range from staff evaluation and training, to dressing selection and application, to documentation improvement.

ACCOUNT SUPPORT

Day-to-day "front line" support for each clinic is provided by the Luvo Liaison, a dedicated account manager trained to address and triage requests appropriately.

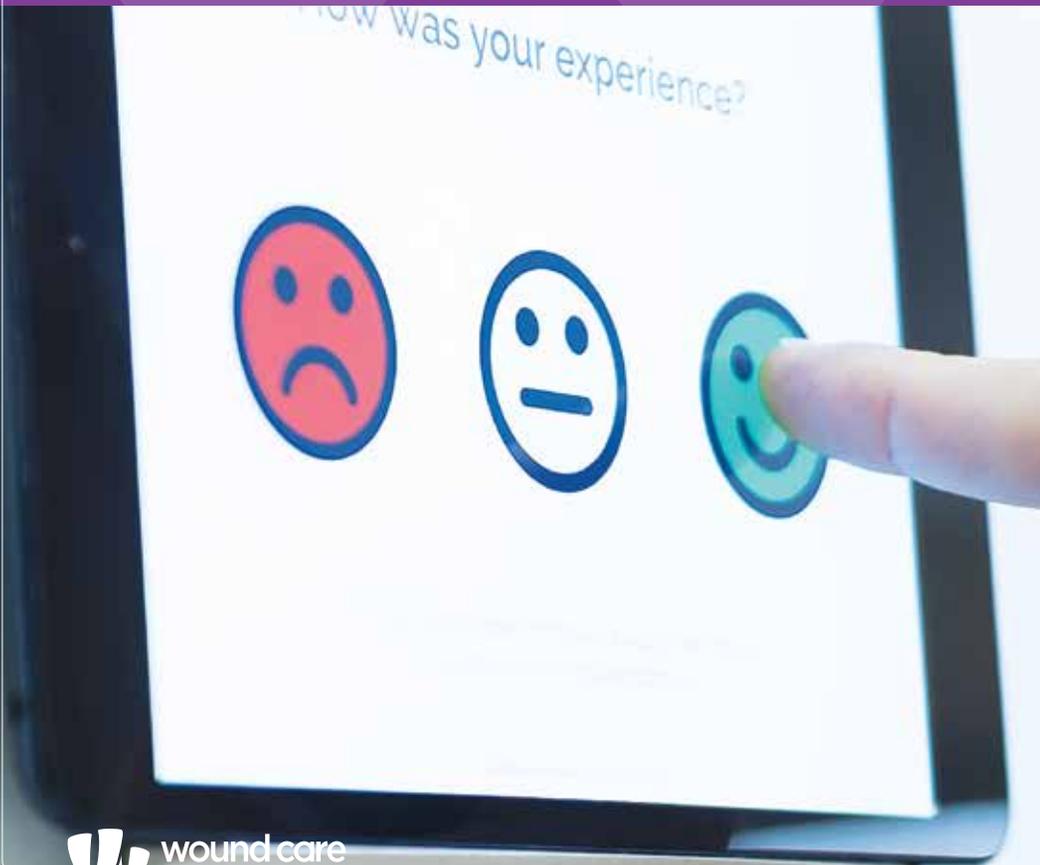
SUBJECT MATTER EXPERTS

WCA has a team of experts available with specialized training touching on all aspects of wound care: billing and coding, hyperbarics, compliance, technology, and others.



PROGRAM OPTIMIZATION

Identifying and improving issues large and small can provide significant improvement to the financial and operational performance of the wound center. Optimization helps facilities remain profitable in a changing and competitive market.



WORKFLOW IMPROVEMENT

Carefully developed workflows for each visit type ensure optimal flow through the clinic and facilitate proper documentation, allowing the program to achieve greater efficiency.

STAFF ASSESSMENT

We provide assistance with competencies and reviews of current program staff in addition to recruiting, training, and hiring additional staff as needed. Job descriptions, competencies and sample interview questions for typical wound center positions are all provided in Luvo.

VENDOR MANAGEMENT

WCA's Product Education and Evaluation Program serves as a gatekeeper to vet and recommend products and DME partners to our clients. We provide guidance on product selection, easing the burden of vendor management for individual clinics.

SUPPLY AND FORMULARY REVIEW

A comprehensive review of dressings, medications, and supplies used by the program to identify waste, reduce cost, and address shortfalls or overruns.

IMPROVEMENT PLANNING

The regional support team provides ongoing operational and clinical reviews and develops action plans to help staff adapt to new workflows and system.

COMPLIANCE

We have a steadfast commitment to information security, patient privacy, and integrity in documentation practices. Compliance is more than revenue retention, it is honoring our responsibilities to the hospital, payors, and patients.

CLINICAL DOCUMENTATION INTEGRITY

Daily review of the program's charts to identify potential inaccuracies in physician, clinical, hyperbaric, and superbill documentation before submission for payment. The team identifies recurring issues and provides improvement plans when needed.

AUDIT SUPPORT

Should your facility experience a Medicare audit, compliance and documentation specialists can walk the you through the audit process, assist with probes, and provide corrective plans.

REGULATORY MONITORING

We track wound care and hyperbaric National and Local Coverage Determinations (NCDs and LCDs) and alert your team of changes. Our compliance experts provide insight and practical information on the impact when changes are made.

POLICY AND PROCEDURE

We review existing policies and procedures and optionally provide wound care and hyperbaric program P&P templates for the center to customize and keep as their own.