



SOLUTIONS GROUP
HEALTHCARE FINANCE SERVICES

A 4-PART WEBINAR EXPERIENCE

THE REVENUE CYCLE PLAYBOOK



Q4. COACHING THE CLOSE: LEADING YOUR A/R & COLLECTIONS TEAMS



Asbel Montes
Co-Founder &
Managing Partner
Solutions Group



Corey Chapman
VP of Client Services
Solutions Group



Octavious Bishop, Ph.D.
Former Professional Football Player
UT Austin Lecturer



Chris Holden
CEO
First Priority
Mobile Healthcare

nCite Audit

FIND IT BEFORE THEY DO.

A clinically informed review of your coding, documentation, and compliance—pinpointing where earned revenue is slipping away **before** a payer or auditor finds it first.



REVENUE LEAK
FOUND

POWERED BY
nCite Audit

RevClarity

CALL IN REINFORCEMENTS.

Project-based support across coding, data entry, and A/R follow up, clearing backlogs and stabilizing production **without** adding permanent headcount or a long term commitment.



POWERED BY
RevClarity

Consulting



BUILD A **BETTER** PLAYBOOK.

Pairs your leadership with our revenue cycle experts to turn findings into **lasting** improvements in process, documentation, and reimbursement.



POWERED BY
SGS CONSULTING



Octavious Bishop, Ph.D.
Former Professional Football Player
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THE SIGNIFICANCE OF THE **LOCKER ROOM**



THE
HEAD COACH

sets the standard.



THE
STAFF

embraces the message.



THE
PLAYERS

delivers.

1. THE HEAD COACH SETS THE STANDARD

The locker room reflects what leadership consistently teaches, rewards, and allows.



2. **COMMUNICATION**

TURNES THE MISSION INTO ACTION

People cannot consistently follow a message they do not understand.



3. **EMPOWERING PLAYERS TO PERFORM**

Players perform best when they understand their role and believe their coaches trust them to fulfill it.



GIVE PLAYERS CLEAR ROLES AND RESPONSIBILITIES.



TEACH PLAYERS WHAT SUCCESS LOOKS LIKE.



PROVIDE APPROPRIATE FREEDOM TO MAKE DECISIONS AND LEARN.



BUILD CONFIDENCE THROUGH PREPARATION AND CONSTRUCTIVE FEEDBACK.



RECOGNIZE EFFORT, IMPROVEMENT, LEADERSHIP, AND RESPONSIBILITY.



ALLOW PLAYERS TO TAKE OWNERSHIP OF THEIR ROLE WITHIN THE LARGER MISSION.

4. THE HEAD COACH CULTIVATES THE LOCKER-ROOM CULTURE

Culture is created through repeated behaviors, relationships, and expectations.



5. **RELATIONSHIPS CREATE ACCOUNTABILITY, VALUE & TRUST**



Strong relationships make difficult conversations possible.

Relationships within a locker room allow teammates and coaches to:



**HOLD EACH
OTHER ACCOUNTABLE**



**MAKE PEOPLE
FEEL VALUED**



**BUILD
TRUST**

THE LOCKER ROOM LEADERSHIP MODEL



TEAM PERFORMANCE

PREPARATION + CONFIDENCE +
CONNECTION = EXECUTION



LOCKER-ROOM CULTURE

BELONGING. | ACCOUNTABILITY. | VALUE. | TRUST.



PLAYERS

BUILD TRUST, TAKE OWNERSHIP,
AND EMBRACE RESPONSIBILITY



ASSISTANT COACHES & TEAM LEADERS

REINFORCEMENT + MODELING + ACCOUNTABILITY



HEAD COACH

VISION, STANDARDS, AND COMMUNICATION LEAD TO WINS



Asbel Montes
Co-Founder & Managing Partner
Solutions Group

SETTING THE STAGE.

THE COACH'S REAL JOB



PILLAR 1:

CALL THE PLAYS CLEARLY.



DOCUMENTED SOPs



CLEAR KPIs



DAILY AND WEEKLY HUDDLES

"Clear is kind, unclear is unkind."

— BRENÉ BROWN



PILLAR 2:

BUILD THE DEPTH CHART.



MATCH THE FTE
TO THE JOB DESCRIPTION



BUILD INFRASTRUCTURE
FOR CAREER GROWTH



SUCCESSION PLANNING



PILLAR 3: **ADJUST AT HALFTIME.**



ALLOW FOR **THE PIVOT**
IN A PROCESS WORKFLOW.



ALWAYS LOOK AT THE REPLAY.
TREAT DAYS-TO-BILL, DENIAL RATE,
AND COLLECTION RATE AS **GAME FILM**,
REVIEWED WEEKLY, NOT JUST ONCE A MONTH
OR ONCE A QUARTER.



PILLAR 4: **OWN THE** **LOCKER ROOM.** **THEN HAND OFF.**



BE CONSISTENT



BE VISIBLE



CELEBRATE IN PUBLIC,
CRITICIZE IN PRIVATE





Chris Holden
CEO
First Priority Mobile Healthcare

COACHING ALL **4** QUARTERS

The Revenue Cycle Playbook



CHRIS HOLDEN



Chris Holden is the CEO and Founder of First Priority Mobile Healthcare, leading a team of more than 230 clinicians who respond to over 78,000 calls annually across the Midlands of South Carolina. With 28 years of EMS experience, Chris founded the organization in 2012 and is recognized for his people-first leadership, commitment to transforming workplace culture, and passion for improving the employee experience in EMS. Above all, he considers his greatest role to be being a father to his daughter, Shelby Jean.

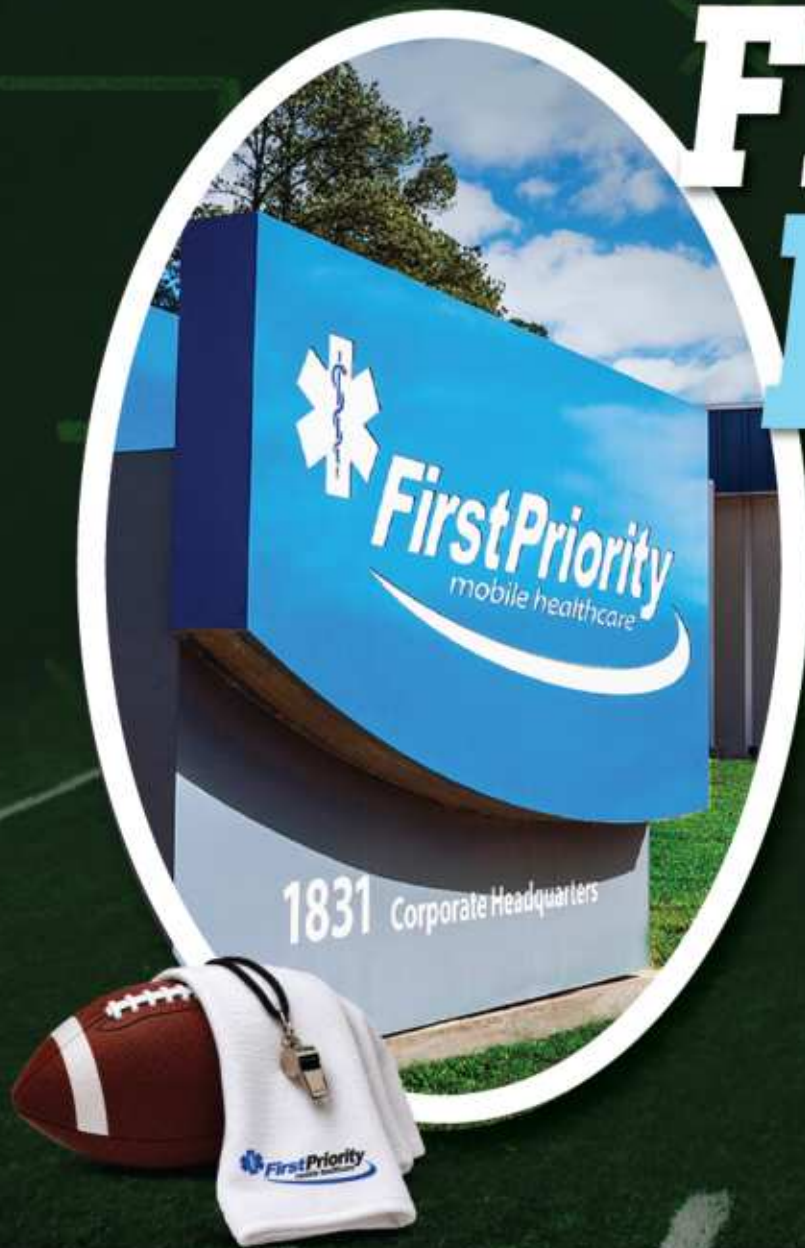
"What began as my personal calling has grown into our shared mission: to set the standard for excellence in EMS. I feel a deep passion for caring for others. I wanted to apply my knowledge in the service of saving lives, something that is deeply rewarding to me. But I also knew more could be done. I founded First Priority Mobile Healthcare with a single ambulance operating out of my garage. From day one, our focus was clear: superior patient care, outstanding professionalism, and exceptional service."

A handwritten signature of Chris Holden in white ink.

FIRST PRIORITY EMS

- Founded in 2012
- Headquartered in Columbia, SC
- Responds to 78,000 calls per year

The fleet is made up of 60+ vehicles, and employees 220+ employees. We operate in the midlands of South Carolina, partnering with all the local hospital systems.



REIMBURSEMENT REALIZATION

*Show me
the Money*



EMS is my passion, not billing. But I quickly realized everything great I wanted to do in EMS was totally dependent on a strong revenue stream.

- Reimbursement is **KING**, we receive no subsidies or federal funds
- We started off with third party billing services.

The more reimbursement cycle knowledge we gained, the more areas we noticed could be improved.

- Transparency
- Follow-up [i.e. denials, secondaries, A/R]
- Insurance Discovery
- Stop Loss/Hold for deductible

We KNEW we could it BETTER!

FIRST PRIORITY BILLING SOLUTIONS
was born!

THE FIRST STRING

Line-Up



CEO

COACH

Director of Billing

ASSISTANT COACH

Research Specialist

· Clearinghouse · Insurance Follow-Up

Research Specialist

· Denials · Setoff and GEAR Management

Billing Lead / Compliance Officer

· Claims Assignment Manager · Risk Assessments · Claims Processor

Customer Service / Admin

· Patient Relations · Facility Communications · Probate · Prior Authorizations

Billing Specialist

· Claims Processor

All members of the billing team have NAAC certifications of CADS (Certified Ambulance Documentation Specialist) and CAC (Certified Ambulance Coder)

The Director of Billing and Billing Lead have CACO (Certified Ambulance Compliance Officer)

SPECIAL TEAMS



PARTNERS Helping On The Blitz

- Billing Software (Zoll)
- Solutions Group (Consulting)
- Third Party Auditing Group
- Stop Loss/Deductible Monitoring
- Insurance Discovery

*We operate with the
Next Man Up
mentality!*

Everything and Everyone is INTENTIONAL!

GAME TIME

Be Intentional • Be Structured • Be Disciplined

The Morning Pulse

(Monitored KPIs)

- i. Current workload
- ii. Days to bill
- iii. Denials
- iv. Collection
- v. Aging A/R

Resulted in a 37% increase in collections per claim in our first year

We were so good, we decided to offer our services to other EMS agencies.

www.FirstPriorityBillingSolutions.com



Q & A



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CEO
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ASK THE EXPERTS



— SGS WEBINAR SERIES —

COVERING — ALL THE — BASES

VENDOR MANAGEMENT SERIES

01

SESSION



FIRST BASE

DATE: COMING SOON

02

SESSION

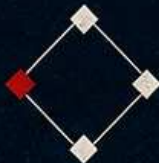


SECOND BASE

DATE: COMING SOON

03

SESSION



THIRD BASE

DATE: COMING SOON

04

SESSION



HOME PLATE

DATE: COMING SOON



THE
LEADERSHIP
LAB WITH *Asbel Montes*



SCAN TO SUBSCRIBE





Explore the Leadership Platform!

A space for leaders to move beyond survival mode and lead with clarity, intention, and sustainability in every area of life.

ASBELMONTES.COM





SOLUTIONS GROUP
HEALTHCARE FINANCE SERVICES

Let's Stay in Touch



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