

In-house Disadvantages

In-house therapy operates at lower productivity

Program Director expense

Additional overhead associated with HR, recruiting, medical review (ADRs, ALJs, etc.), and audits

Increased benefits needed to attract and retain therapy staff (PTO, CEUs, license renewals, etc.)

Constant recruitment challenges to find and retain therapy staff

Difficulty in flexing staff resulting in fixed costs despite census fluctuations

Therapists performing non-essential functions is a common cause of higher therapy cost per minute with in-house programs

Contract therapy labor to cover open positions

Compliance / Billing / Medical Review

- SNF doesn't have the expertise of RAC-certified auditors and reviewers to manage claims, and the associated indemnification for therapy-related denials
- Billing/coding errors increase without the support of a specialized therapy provider
- Regulatory updates and required operational changes are limited to in-house research, with high potential for non-compliance

Opportunity Costs

- Therapy care and related revenue reductions due to temporary and/or long-term staffing insufficiencies
- Long-term resident programming often limited, impacting quality of care and CMI

The Reliant Advantage

Staffing levels continually adjusted to clinical needs of the facility

- Time to fill open positions greatly reduced
- Therapy specific pay and benefits favor retention compared to SNF employed therapy staff
- Ability to flex and right-size therapy staff to meet needs of fluctuating census

Therapy specific clinical protocols and pathways, with specific training on identifying skilled need in geriatric populations

Therapy expense is indexed to skilled/reimbursable services (e.g., you incur expense only for patient care services provided)

Leadership at all levels (site, area, regional and corporate) is provided by operators with therapy backgrounds

Program Quality

- Robust therapy specific compliance training
- Proprietary clinical programs and pathways with outcomes tracking
- Continuing education specific to sub-acute and long-term rehabilitation
- Medical review by RAC-certified auditors with 90%+ success rate and indemnification
- Internal audit completed by clinical documentation specialists
- On-site compliance investigations by experienced investigators with therapy and compliance credentials
- Improved long-term care programming and improved CMI

Reliant Partnership viewed as a key strategic differentiator with prospective family members and key referral sources.