



Revenue Cycle Services

Services

- Interim Management
 - Director Revenue Cycle
 - Director Patient Access
 - Director Patient Accounting
 - Other key positions
- Project Management
 - IT System Implementations
 - Other Non-IT Projects
- Assessments
 - Full revenue cycle or individual departments or areas within
- Process Re-design and Improvement
 - For any areas within the revenue cycle
 - Resulting from assessments or specific requests to address issues
- Education and Training
 - Web based self learning tool, custom programs as needed (customer service, local insurance training, cash collection)
- Denial Management
 - Assessment, process redesign, tracking, appeals, payer contact, account resolution

Approach

- Collaborative
- Work To Gain Trust and Confidence
- Extension of Client Internal Staff
- Mentor and Lead Staff
- Drive Processes
- Challenge Clients When Appropriate
- Transfer Knowledge
- Develop and Foster Relationships and Partnerships

Results

- Increased Cash Collections
- Increased Net Revenue
- Reduced Days In Accounts Receivable
- Reduced Bad Debt Expense
- Improved Customer and Employee Satisfaction