

Behavioral Health Financial and System Improvement Services

Healthcare Services provides tailored solutions via two service offerings: Revenue Improvement Consulting Services and System Enhancement Services. Depending on your needs, we'll use one or both of these services for a solution to improve the performance of your behavioral health revenue cycle.



Our Revenue Improvement Consulting Services

We evaluate your behavioral health revenue cycle performance in relation to best practices, and then propose the most appropriate course of action to improve performance.

Our consulting services help you improve processes with enabling tools and training. The result: you can achieve and sustain significant revenue cycle performance and cash improvements.

Our integrated solution spans the entire revenue cycle, including:

- Patient access
- Health information management
- Patient financial services.

Our experienced team of professionals identifies and quantifies performance improvement opportunities throughout your organization – from scheduling, intake, coding – to the back office. That encompasses:

- Net revenue
- Net collections percent
- Days receivable outstanding
- Revenue cycle processing costs.

Our services address all these areas:

- Partial hospitalization: initial psychiatric evaluation/certification, treatment plan
- HIM and coding accuracy
- CDM optimization
- Charge capture
- Health and behavior assessment and intervention CPT codes
- Workflow assessment – scheduling, pre-admit and pre-registration
- Demographic and insurance data capture, verification, benefit eligibility
- ABN processing, coordination of benefits and pre-authorization
- Clean claim optimization
- Denial management re-submission
- Business office claim follow-up
- Self-pay financial counseling

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Our System Enhancement Services

We provide a multidisciplinary team to evaluate the effectiveness of your existing behavioral healthcare system. Working with your behavioral health staff, our revenue cycle consultants and clinicians identify key areas for process re-engineering before system implementation or enhancement. Then we address federal and state regulatory requirements as well as behavioral health and physician-related issues.

We've performed hundreds of project management and system implementation engagements, across a wide range of vendor platforms and healthcare organizations. We leverage our experience, proven methodologies, best practices and tools to lead you through a successful implementation.

Our Results

With an integrated approach to revenue cycle improvements, we can:

- Perform accurate evaluations and formulate realistic action plans
- Improve/accelerate cash within 60 – 90 days
- Identify new sources of revenue
- Reduce manual processes throughout the revenue cycle
- Improve staff awareness
- Impact cash flow
- Clear resolution obstacles
- Sustain strong financial performance in the short and long term
- Conserve your capital investments.

Our Measurable Value

Our start-to-finish revenue cycle enhancement and cash flow solution will:

- Identify new sources of revenue
- Improve the charge capture process
- Accelerate the conversion of bills to cash
- Reduce days in accounts receivable
- Improve return on IT investments
- Improve data integrity throughout the system
- Deliver accurate decision support reporting
- Improve employee morale, productivity and tenure
- Provide employee cross-training opportunities
- Provide access to working capital to fund initiatives
- Improve operational effectiveness and productivity throughout the organization.

Our Intellectual Capital

We are uniquely positioned to help healthcare organizations with financial and clinical revenue improvement services. We have a strong track record of providing comprehensive, proven solutions exclusively to the healthcare industry.

We know the full range of vendor products, having completed clinical and business IT and management engagements for more than 4,000 clients.

Contact Us

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About Xerox

Xerox is the world's leading enterprise for business process and document management. Its technology, expertise and services enable workplaces – from small businesses to large global enterprises – to simplify the way work gets done so they operate more effectively and focus more on what matters most: their real business. Xerox offers business process outsourcing and IT outsourcing services, including data processing, healthcare solutions, HR benefits management, finance support, transportation solutions, and customer relationship management services for commercial and government organizations worldwide. The company also provides extensive leading-edge document technology, services, software and genuine Xerox supplies for graphic communication and office printing environments of any size. Xerox serves clients in more than 160 countries.

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