

Revenue Cycle Managed Services

The billing and collection cycle for hospitals and healthcare organizations is costly, fragmented, labor-intensive...and under intense scrutiny by both patients and the public. The result: lost revenue.



Xerox Gets Your Revenue Back

Hospitals leave 10 to 20 percent of their revenues on the table due to uncollected patient bills and reimbursements. Those who do try to collect run the risk of damaging patient relations and community goodwill that have taken years to build.

At Xerox, our Revenue Cycle Managed Services enable healthcare organizations to improve collection practices in ways that:

- Accelerate cash flow
- Increase patient satisfaction
- Enhance public perception.

As a dedicated partner, we provide billing and collection services for third-party insurance, government and patient liability accounts.

Outsourcing: Your Most Effective Choice

Outsourcing is often the most effective way to manage A/R efficiently.

Working with a partner:

- Reduces your risk of recovery
- Lowers your cost to do so, with resources and technology not usually found in-house
- Makes better use of your current staff, who can focus on more-lucrative, critical projects.

Revenue Cycle Managed Services

Leverage the Right Expertise Now **Conversion Assistance**

Outsourcing requires trusting a third party to manage your hospital's most valuable possession: its cash flow. You need an outsourcing partner with proven performance in managing A/R conversions for a hospital similar to yours – and a partner like Xerox. Here's why:

- **Size and stability.** We're a premier provider of diversified business process outsourcing (BPO) and IT outsourcing solutions to clients worldwide, with revenues of over \$6.2 billion.
- **Scope and breadth of services.** Revenue Cycle Management is an integral operating unit within Xerox's overall BPO service set. This group's full range of consulting services complements our ability to address any component of your revenue cycle. Across your entire enterprise, we deliver business and technology solutions that address:
 - Financial performance
 - Operations improvement
 - Strategic planning
 - Business process re-engineering
 - Technology deployment
 - Regulatory compliance
 - Resource allocation.
- **Expertise.** During the last 17 years, we have successfully completed projects for clients of every size, from stand-alone hospitals to complex academic medical centers and systems. We focus exclusively on the healthcare industry. Our staff of over 600 professionals has specialized expertise in patient financial services.
- **Technology.** We've created a technology infrastructure to support our services by developing and investing in best-practices software, systems and processes, including extensive connectivity with all major hospital patient accounting systems.

Conversion Assistance is the backbone of our services. To preserve the continuity of your cash flow, we manage your A/R during conversion to a new patient accounting system. Or, we provide interim management to backfill positions dedicated to system implementation. In turn, we:

- Accelerate cash flow while providing transparent services to third parties and patients
- Free your staff to focus on system training and implementation through increased resources
- Maximize cash recovery from pre-conversion A/R
- Improve reporting accuracy and account processing efficiency.

Extended Business Office (Early-Out) Service

Our Extended Business Office (Early-Out) service boosts cash flow by performing follow-up on some or all accounts. It can form an integral part of your ongoing business, or be used as a one-time "clean-up" project.

Our Early-Out service:

- Processes approximately 1.3 million insurance accounts worth \$2.3 billion
- Collects \$1 billion annually
- Makes two million calls to insurance companies annually
- Receives status on 85 percent of dollars on new assignments within the first 30 days.

Self-Pay Services

Our Self-Pay Services (SPS) can:

- Accelerate your cash flow
- Reduce long-term bad-debt expense
- Handle patient statements and phone calls for 100 percent self-pay and balance-after-insurance (BAI) accounts.

We provide services transparently, as an extension of your hospital business office. Our convenient Customer Service Online feature enables patients to access and resolve account balances via the Internet, 24/7.

Self-Pay Services:

- Process over three million self-pay accounts for \$2 billion annually
- Collect approximately \$300 million each year
- Handle over 56,000 outbound calls and 6,500 incoming calls each day
- Mail more than 600,000 patient-friendly statements monthly.

Bad Debt Services

Bad Debt Services resolve aged, unpaid self-pay accounts professionally and cost-effectively. Our FDCPA-compliant team maximizes cash recovery while maintaining your positive public image.

Our Bad Debt Services:

- Handle approximately one million bad-debt accounts, worth \$750 million
- Mail 240,000 statements monthly on behalf of bad-debt clients.

Full Business Office Outsourcing

Our Full Business Office Outsourcing integrates all your revenue cycle functions. We combine our insurance Early-Out, Self-Pay and Bad Debt Services into a single, streamlined, results-driven module that:

- Reduces administrative overhead costs
- Ensures first-rate customer service
- Eliminates system duplication
- Improves processes
- Eliminates administrative overhead costs and influences policy through leveraged relationships with insurance companies
- Improves control over Medicare compliance and payer contract compliance.

We have successfully completed projects for clients of every size, from stand-alone hospitals to complex academic medical centers and systems.

About Xerox

Xerox is the world's leading enterprise for business process and document management. Xerox technology, expertise and services enable workplaces – from small businesses to global enterprises – to simplify the way work gets done so they operate more effectively.

You can learn more about us at www.xerox.com/businessservices.