



FIRSTSOURCE HEALTHCARE CLOUD

# Receivables Workflow Platform

Cloud-first services for accelerated value

Account representatives managing inbound and outbound calls need a contextual view of customer information to optimize call handling and service.

Gathering relevant customer data on legacy systems requires account representatives to navigate multiple screens. This limits their productivity and results in high average talk time.

What's more, most workflows are not granular enough, forcing service representatives to resort to paper-based Standard Operating Procedures (SOP) and cheat sheets. They also manually look up status codes, follow up timelines, and client specific repayment terms and conditions.

Unsurprisingly, payment processing errors are common.

## Receivables Workflow Platform over the cloud

**Firstsource Healthcare Cloud: Receivables Workflow Platform**, is a unified console for account representatives to manage omnichannel communications (inbound, email, webchat) in a secure message center.

It also enables them to collect customer payments, access a unified view of the customer history, and perform seamless outbound operations.

### Key benefits

The cloud-first solution simplifies navigation and tailors workflows to create a superior user experience and enhance productivity. Additionally, exception-based processing rules sharpen associate focus on accounts that require effort, thereby improving overall effectiveness.



Reduced payment processing errors



Standardized customer experience



50% reduction in THT



Unified customer views and enhanced agent productivity



Enhanced user experience

# Solution features

Our Receivables Workflow Platform is a sophisticated tool that integrates seamlessly with systems of record and can be white labelled in custom hospital branding.

It creates an automated workflow based on account characteristics such as Provider, financial class, propensity to pay score, and associate skill sets.

The multi-channel CRM Platform comes with wide integration capabilities across systems of record and telephony systems and dialers and offers:



Email, text, webchat, chatbot, and secure messaging capabilities.



Case management, maker-checker process for quality control, TAT monitoring, and escalation matrix for optimal agent performance.



Collections and Finance modules with preconfigured patient plans and offers, payments, reconciliation and reporting.

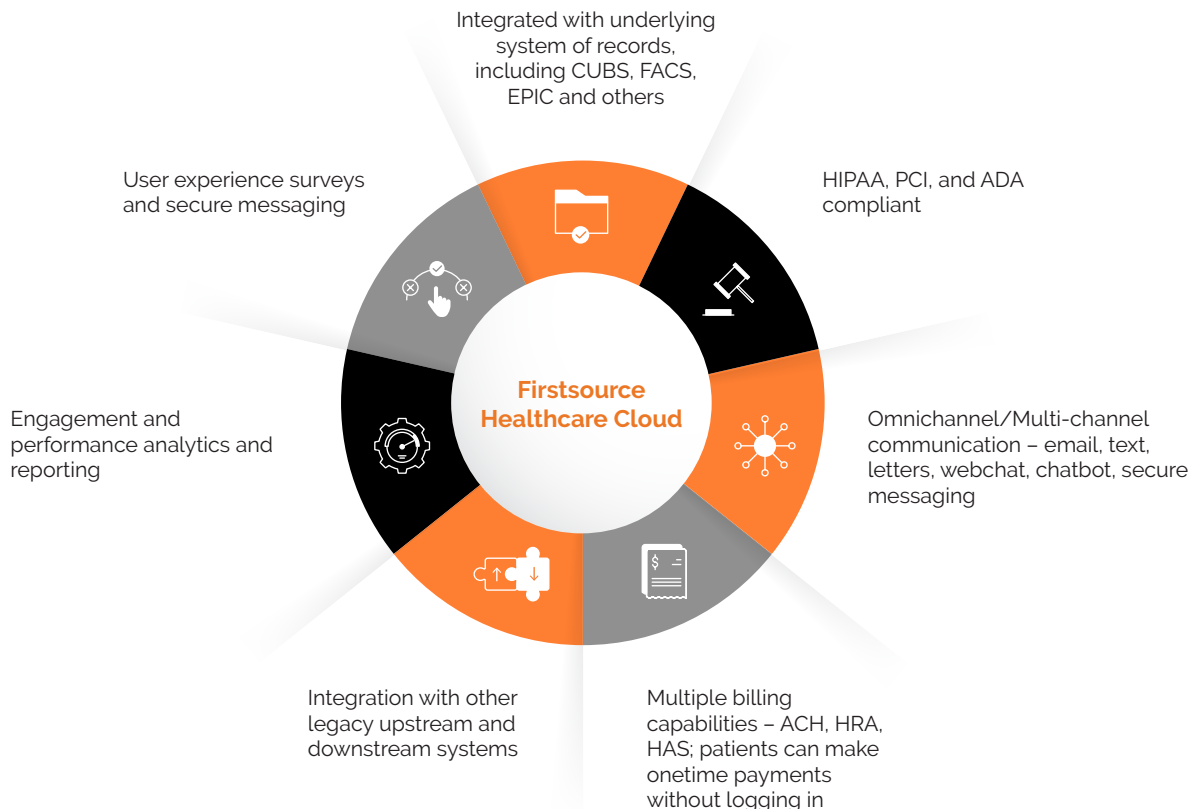


Ability to tag disputes, address special circumstances such as bankruptcy/death, support patient opt-in/out, and change key account attributes.



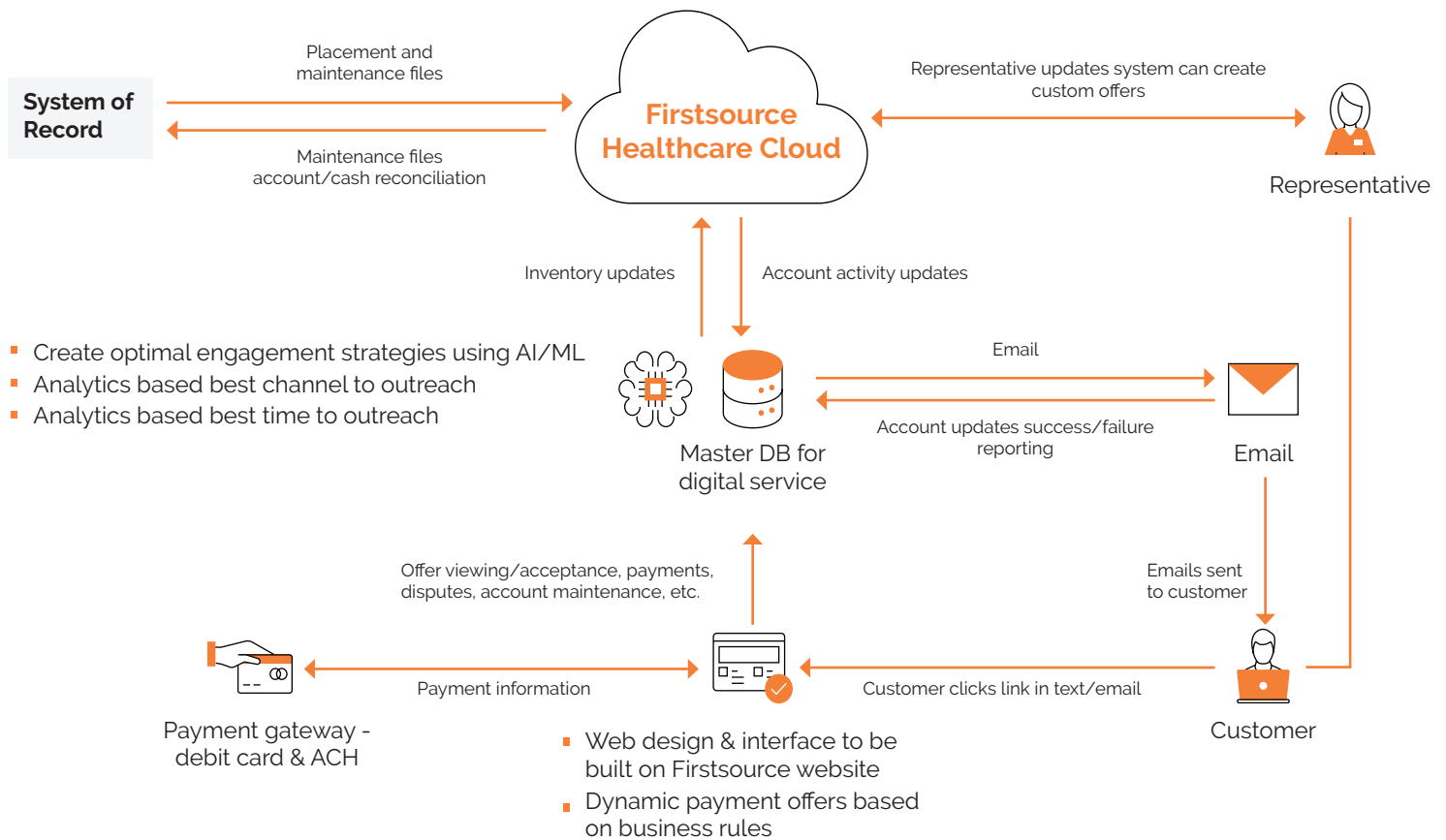
Robust reporting, dashboards, and profile management.

The platform integrates with existing systems from across a spectrum of technologies using Rest APIs, Webhooks, SFTP, and LDAP.



Future updates to the system include expanded integration with other collection systems and hospital EHRs as well as additional payment methods like Apple Pay and Google Pay.

# How does it work



## Receivables Workflow Platform is just one component of our comprehensive Patient Engagement and Receivables Management solution

The holistic Firstsource solution includes an entire stack of digital-first patient engagement and Eligibility and Enrollment services. They are specifically designed to uncover missing patient information and enhance engagement with patients across their journey, dramatically improving patient satisfaction as well as financial performance for hospitals.



Healthcare systems plagued with data extraction challenges, arduous implementation meetings, burdened IT resources, and long-involved contractual negotiations, are a thing of the past.

Introducing Firstsource Healthcare Cloud, a new, innovative platform in Revenue Cycle Management.

Our Cloud-native services are built to complement your existing infrastructure and provide patients with a superior user experience. Combining our rich domain experience with Intelligent Automation, we've found the proper balance between bot technology and Digitally Empowered Contact Center support.

The Cloud-first delivery model optimizes productivity and scalability with turnkey solutions powered by our comprehensive and in-depth cloud platform. Enhance your teams' collaboration in simplifying the patient experience, while continuously improving healthcare operations to eliminate revenue leakage, streamline care delivery, and focus on activities that improve patient health.

Learn how Firstsource Healthcare Cloud can help your organization transform financial performance and patient experience [Click here](#)

