



Firstsource
Healthcare Cloud

DESIGNATED
AUTHORIZATION FORM

Dr

FIRSTSOURCE HEALTHCARE CLOUD

Financial Assistance Enrollment

Cloud-first services for accelerated value

Many uninsured and underinsured patients either do not want to complete Financial Assistance processes or lack the wherewithal to do so. This can impact both care access and Provider revenues – especially at a time when patients are increasingly responsible for a larger proportion of healthcare costs.

High co-pays and significant out-of-pocket costs are making healthcare unaffordable, even for those with health coverage. 12.5% of US adults aged 19 to 64 were uninsured while 43.4% of the same age group were underinsured as of June 2020.

Rural patients are more likely to be uninsured or underinsured, depending heavily on alternative funding sources to cover their medical bills. This puts rural hospitals under greater pressure to help their patients identify potential funding sources and ensure financial viability.

Financial Assistance Enrollment Services over the cloud

Firstsource Healthcare Cloud: Financial Assistance Enrollment Services - guides eligible patients through the screening and enrollment process, ensuring that the neediest patients receive proper financial assistance.

It first rules out a patient's ability to pay their account in full or make payment arrangements. If a patient is further deemed ineligible for a county, state or federal program, the solution assists them in filing for participation in your internal financial assistance program.

Key benefits

The cloud-first solution **simplifies and accelerates the financial assistance process for both hospital registrars and patients**. It helps you achieve higher conversion rates. Additional benefits include:



Increased staff productivity



Enhanced patient satisfaction



Reduced AR days



Solution features

Our Financial Assistance Enrollment Services enable Hospital Registrars to text our Patient Screening Portal link to patients identified as self-pay. The link also provides the option to print and mail 'Screening Letter or Postcard' to patients.

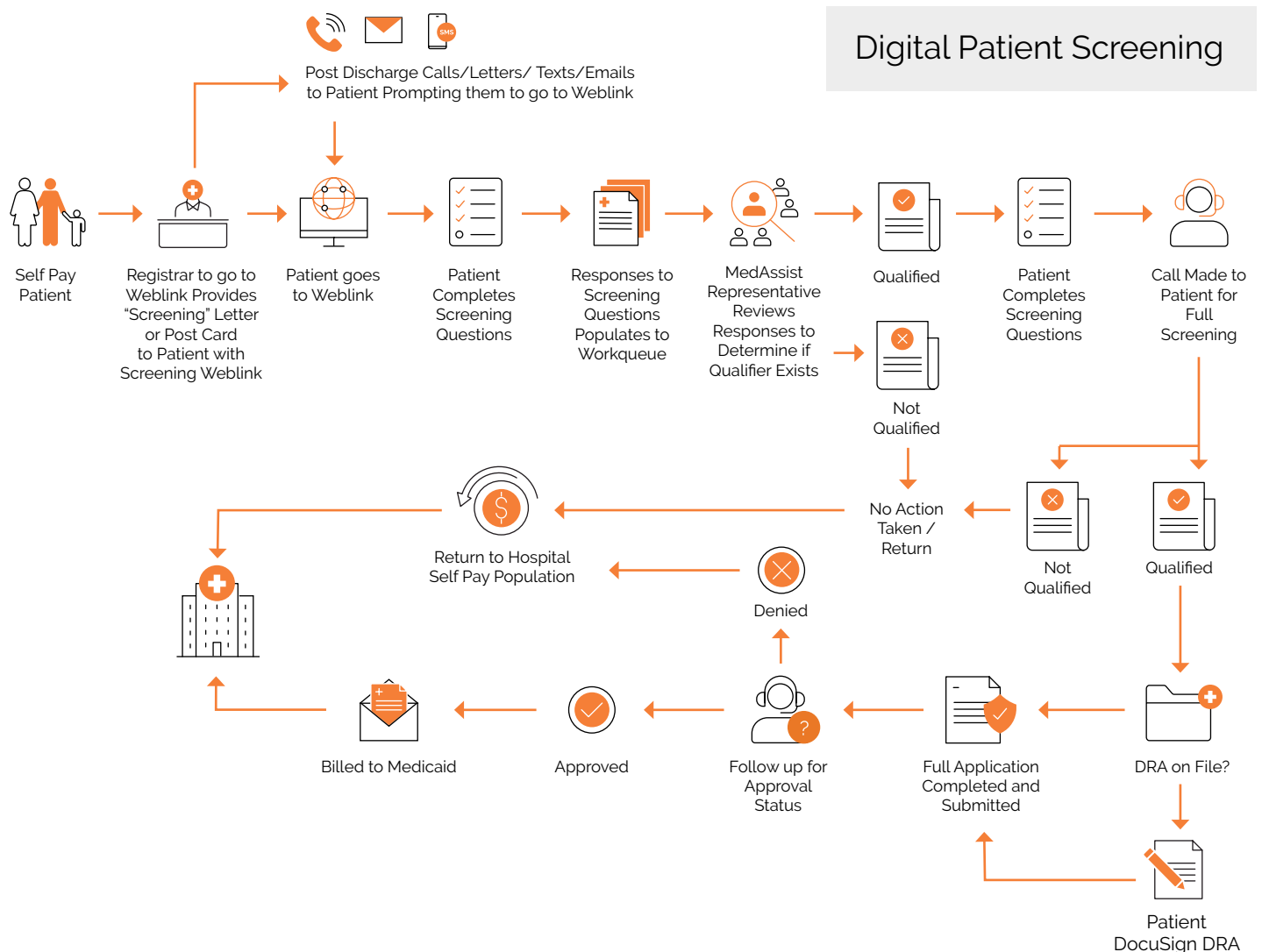
The link takes patients through a series of screening questions. The questions gather data around demographics, insurance/Medicare and disability benefits, state residency, family member details, gross income, assets and expenses.

Based on the information gathered, patients who qualify for Medicaid can fill out their Medicaid application forms digitally. Our customer service representatives are also available to hand hold them through the entire process.

If a patient is deemed ineligible for Medicaid, the solution assists them in filing for your hospital's financial assistance program.

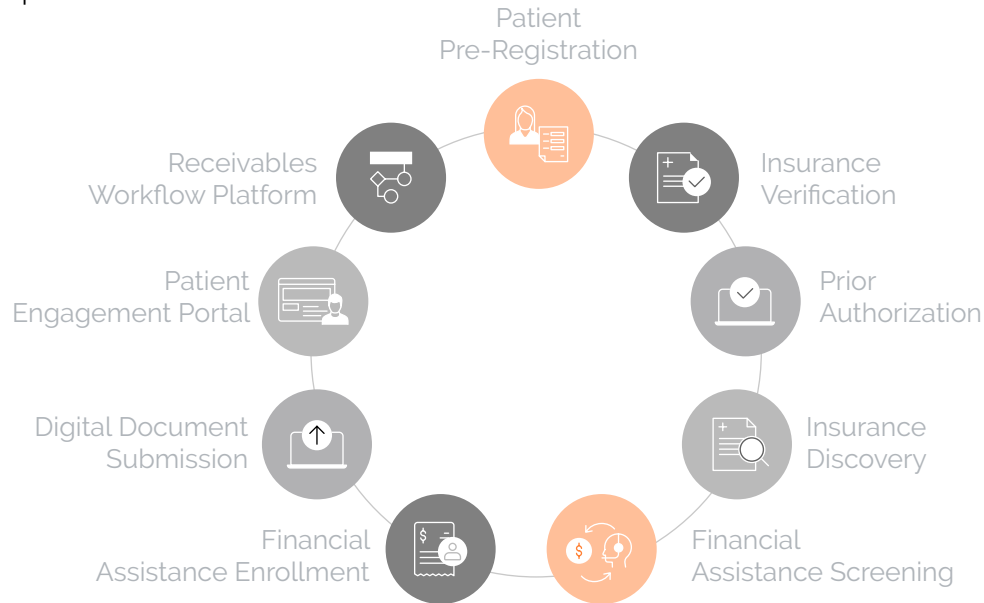
Our solution auto-populates your hospital's financial assistance form and digitally gathers documents to validate the information submitted by patients.

How does it work



Financial Assistance Enrollment 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](#)



	08/09/2021
Applicant Signature	Date
_____	_____
Legal Representative Signature	Date
_____	_____
Authorized Employee Signature	Date
_____	_____