

- ✓ Patient Verification
- ✓ Patient Engagement
- ✓ Revenue Management











# Firstsource Provider Solutions

## Create a positive financial experience for patients while generating more revenue

Patients are the third largest payer after Medicare and Medicaid, generating an estimated 35% of a provider's revenues. What's more, 75% of patients are willing to switch providers for a better overall healthcare experience. Given these combined trends, providers feel mounting pressure to enhance patient satisfaction and streamline operations to generate maximum revenue. Firstsource has partnered with over 1,000 hospitals to automate their processes resulting in optimized revenue and enhanced patient financial experience.

## We can help you

 Verify patient's eligibility and confirm identity in real-time	 Empower patients to validate their own insurance	 Identify unknown existing medical coverage at the preregistration stage to increase revenue	 Achieve higher screening rates
 Identify patients who need financial aid sooner to increase conversion rates	 Enable patients to manage their healthcare accounts online	 Take a data-driven approach to revenue cycle management to improve free cash flow	 And more...

Our **cloud-based patient engagement and revenue cycle management solutions** combine Intelligent Automation and the human touch to streamline and simplify front-end patient experiences as well as your back-end processes. Firstsource provides patients with a transparent and efficient healthcare journey to give them peace of mind about their financial responsibility and to strengthen your hospital's bottom line.

### Pre-Service Solutions

- ✔ Provide patient-specific financial guidance
- ✔ Enhance patient engagement, improve collections

### Eligibility & Enrollment Solutions

- ✔ Reach out and connect with your underinsured and uninsured - before and after care
- ✔ Boost front-end efficiency and patient cooperation

### Receivables Management Services

- ✔ Balance patient interactions with deep insights and workflow efficiency
- ✔ Optimize collections and improve financial health

### Hospital Business Office Management

- ✔ Take a data-driven approach to better engage patients and improve non-clinical processes
- ✔ Reduce bad debt, increase reimbursement and cash on hand, and elevate the patient financial experience



Learn why more than 1000 hospitals partner with us to improve access to care and simplify the financial experience for their patients.



## Deliver a patient-friendly registration and financial experience

Our proprietary Pre-Service solutions integrate key functions — from pre-registration and bill estimation to payment planning and billing — into a unified workflow. Our solution allows you to standardize the registration process at the pre-access stage to deliver multiple benefits.

1

Patient-specific financial guidance that gives patients peace of mind about their financial responsibility.

2

Patient engagement and optimized processes enhanced by analytics to increase collections.

You can choose our point solutions or the full technology stack with a training and certification program, onsite support and process oversight to maximize results and accelerate integration. Our solution reduces your back-office workload and enhances employee productivity and satisfaction.

Patient Access  
Intelligence



Patient Data  
Validation



Compliant Price  
Transparency



Automation-led Prior  
Authorization Management



Registration Quality  
Assurance (RQA)



Costs of Care Identification  
and Payer Compliance



Patient  
Assessment



Online Provider  
Payment



## Speed your patient through the financial journey

80%

No-Stop™

No-Stop™ patients are fully pre-registered and cleared directly to the clinical location

15%

Quick-Stop™

Quick-Stop™ patients are pre-registered but elect to pay in person

5%

Full-Stop™

Full-Stop™ patients are unable or unwilling to participate and use a traditional registration and payment system at the point of service

## Insurance Verification

Firstsource Healthcare Insurance Verification Services enable real-time verification, claim status monitoring and fraud mitigation. Reduce your back-office workload and enhance employee productivity and satisfaction.

The solution automatically generates the eligibility request during the patient registration process, provides results in real-time, and posts relevant data back to the host HIS. The Patient Bill Estimator component of the solution helps generate a quick estimate – before services are rendered.



**125%**  
increase in POS cash collections six months from go live

**25%**  
reduction in no-shows and cancellation rates

**95%**  
personalized bill estimate accuracy

**25%**  
reduction in in-person registration time

## Prior Authorization

Firstsource Prior Authorization solutions enables you to embed key functions into a unified workflow to create a superior experience for patients and providers. Our solution easily integrates with your hospital technology. We typically go live with our solution within 90 days of contract signing.

Our solution uses a robust, customized rules-engine. It provides patient clarity with a quick cost estimate for care, identifies potential payment sources, and validates authorization to enhance efficiency and accuracy – all prior to the date of service. The result is reduced authorization turnaround time and denials.



**25%** reduction in cancellation rates

**95%** or greater personalized bill estimate accuracy

**60%** increased staff productivity

**<1%** payer rules error rate

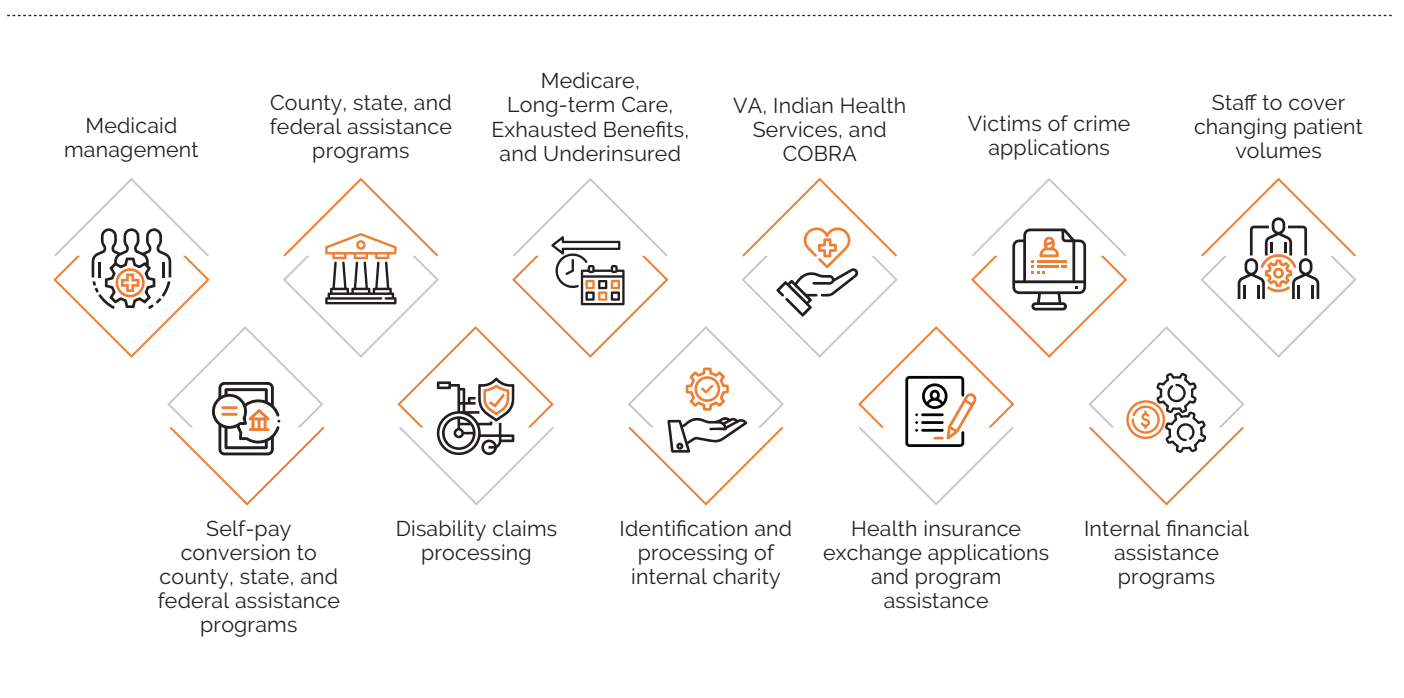
## Patient Pre-Registration

Firstsource Patient Pre-Registration services allow patients to validate insurance coverage, confirm/correct demographic information, and view/pay estimated out-of-pocket expenses. The solution is PCI and HIPAA compliant and empowers you to easily communicate information to patients. You can contact patients using omnichannel communication and direct your patients to a hospital branded website to validate/correct personal data and view or pay their bills. You can also offer a web-based self-serve engagement platform that allows patients to conveniently complete the registration of pre-scheduled services using their mobile device.



## Eligibility & Enrollment Services

Our Eligibility and Enrollment services identify unknown existing medical coverage at the preregistration stage and find the correct payer sources to reimburse for services and reclaim lost revenue that leads to improved net revenue and improved productivity. Our proprietary eligibility and enrollment tool automates patient screening and enrollment at any point in the patient access process – from scheduling to pre-registration to registration. We capture patient screening at the point of intake and consolidate the patient access process to capture higher conversion rates. We've helped thousands of patients and their families apply for government assistance, delivering millions of otherwise lost dollars through the conversion of self-pay accounts to public assistance benefits.





## Insurance discovery

Firstsource Insurance Discovery services combine innovative technology with the human touch to identify hard to find insurance coverage at the pre-registration stage across all accounts – not just self-pay. We streamline efficiency and identify the right payers to maximize reimbursement.

The solution automates the process of finding insurance information by querying payer databases in real time, ensuring that billers identify all possible revenue sources (government, commercial, secondary) prior to service.

For patients with insurance, the solution automatically updates the policy information in your system. For those without insurance, it goes on to screen for federal/charitable financial assistance qualifications.

-  Improve efficiencies for lower AR and higher Disproportionate Share Hospital (DSH) reimbursement
-  Reduce costs, prevent bad debts, and maximize reimbursements and revenue.





## Financial Assistance Screening

Firstsource Financial Assistance Screening services help your underinsured and uninsured patients digitally navigate government and charity care and enroll them in eligible programs. We simplify and accelerate the financial assistance process for both your hospital and your patients.

The digital portal enables patients to log in and answer eligibility screening questions – at a time of their convenience and from their own device. It checks if the patient is eligible for a county, state, or federal program.

Our representatives follow up with qualified patients via telephone, as needed, for full screening.

**Achieve higher screening rates – 95% inpatient, 60% outpatient, and 96% ED inpatient and outpatient.**

 Patient quickly engaged in the screening	 Increased efficiency accuracy and staff productivity
 Predictable and automated workflow	 Enhanced experience and patient satisfaction




## Financial Assistance Enrollment

Firstsource Financial Assistance Enrollment Services guides eligible patients through simplified screening and enrollment to ensure the necessitous patients receive proper financial assistance on time.

Our enrollment services takes patients through a series of screening questions to assess a patient's ability to pay their account in full or make payment arrangements. If a patient is deemed ineligible for a county, state or federal program, the solution assists them in filing for participation in your internal financial assistance programs.

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

**Achieve higher conversion rates:**

-  Increased staff productivity
-  Enhanced patient satisfaction
-  Reduced AR days

## Digital Document Submission

Firstsource Digital Document Submission services enable your hospital to electronically gather supporting documentation to validate patient financial assistance data.

The secure smartphone application ensures employee safety by minimizing face-to-face interactions with patients and accelerates the document gathering process – all while enhancing patient convenience and satisfaction.

The solution's mobile device integration accelerates outreach and improves patient cooperation while reducing the account payment lifecycle.



Simplified & user-friendly patient process



Accelerated processing



End to end digital continuity

## Receivables Management

Our Receivables Management services combine a powerful blend of skilled revenue cycle professionals, industry best practices, and technology and analytics. Firstsource generates clean claims, minimize denials, improve cash flow, and reduce underpayments – all while ensuring high levels of patient satisfaction. Our receivables management team supports your revenue cycle by managing initial claim submission, providing aged account follow-up, and identifying problem payer categories to prevent backlogs before they develop.

### Insurance Receivables Management



- Commercial insurance billing and follow-up
- Government insurance billing and follow-up
- Workers' compensation services
- Motor vehicle accident and liability insurance
- Legacy AR workout and support

### Denials Management



- Denial prevention and resolution

### Out-of-state Receivables Management



- Billing Medicaid across states

### Self-pay Receivables Management



- Self-pay early out – balance after insurance, balance after Medicare, and payment plan monitoring

The solution automates most decision-making steps and integrates the use of status codes to drive the next logical event. This allows our representatives to focus on accounts that require the most support. With the help of predictive analytics, it facilitates exception processing and ensures the placement of the "right account at the right time" in our associates' worklist to positively impact recovery and timing of cash receipts.

# Receivables Management

## Patient Engagement Portal

Firstsource Patient Engagement Portal is a seamless, easy to use, one-stop application to enable patients to manage their healthcare accounts online, from whatever device they want and when they want. It uses financial and behavioral analytics to make paying for healthcare easier while simplifying the financial backend processes for your staff.

As healthcare consumerism begins to dominate the landscape, patients demand intuitive interactions, instant answers, and the flexibility to conduct business at a time convenient to them.

Backed by Intelligent Automation, Robotic Process Automation & Machine Learning, our Patient Engagement Portal leverages an omnichannel patient engagement approach, proactively resolving outstanding accounts, improving the overall patient financial experience, preventing revenue leakage, and maximizing your net revenue.







## Receivables Workflow Platform

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

The platform integrates seamlessly with your systems of record and can be white labeled in a custom hospital branding. It simplifies navigation and customizes workflows to create a superior user experience and enhance productivity. And exception-based processing rules sharpen associates' focus on accounts that require effort, thereby improving overall effectiveness.



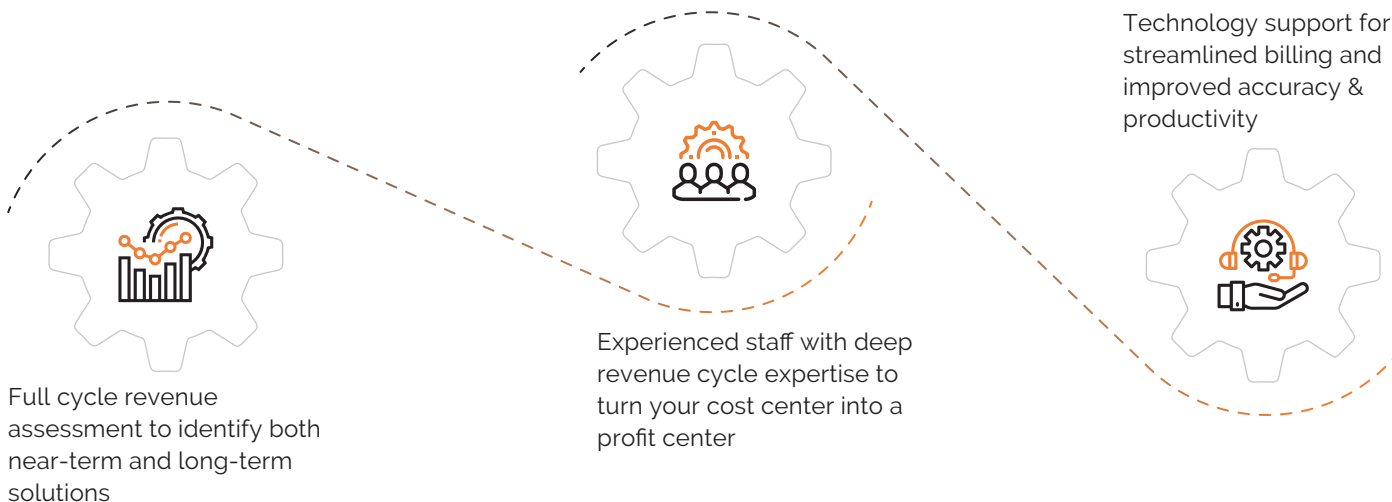
-  Reduced payment processing errors
-  Standardized customer experience
-  50% reduction in THT
-  Unified customer views and enhanced associate productivity
-  Enhanced user experience



# Hospital Business Office Management

## End to end revenue cycle excellence

Firstsource's business office outsourcing solution takes a data-driven approach to improve non-clinical operations, reduce bad debt write-offs and increase reimbursement and cash on hand. By partnering with us, your hospital can deepen patient engagement across their healthcare journey and realize stable and consistent financial performance by leveraging our technology and revenue cycle expertise.



## Firstsource – A Proven Leader

30+ years of experience in providing comprehensive RCM solutions

Top 3 in the chosen Revenue Cycle Management segments in US Healthcare

Average tenure of 13 years for top 150 healthcare provider clients



**\$7.2 Billion+**  
Uncompensated care cost reduced annually

**\$1.44 Billion+**  
Additional cash generated for hospitals

**\$0.5 Billion+**  
Receivables collected from payers / patients

**1000+**  
Hospital Providers

Talk to us

## Helping customers **stay ahead** of the curve through transformational technologies and capabilities

Firstsource Healthcare Providers is a division of Firstsource Solutions Limited, a global leader in digital- first Business Process Management (BPM) solutions. Firstsource Healthcare Providers helps hospitals and health systems unlock their revenue cycle potential while elevating the patient financial experience.

Our Digital First, Digital Now approach coupled with the human touch heightens engagement across the patient journey, rapidly maximizing reimbursement, increasing cash flow, and reducing bad debt.

We currently help over 1000 hospitals, health systems, and physician group practices across the US personalize patient engagement and drive revenue excellence.

For more information, please visit,  
<https://www.firstsource.com/healthcare/healthcare-providers>