

Comprehensive Revenue Cycle Management Solutions

From pre-registration to medical coding, claims, billing and collections, Firstsource helps providers achieve new levels of patient engagement and financial performance.

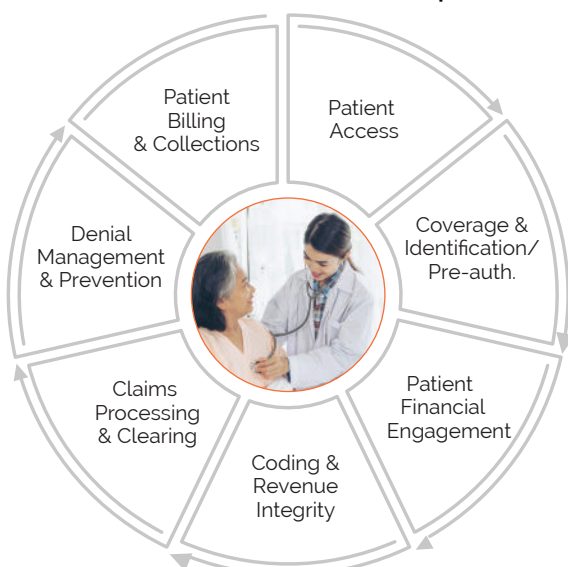
Providers need to maximize revenues and cash flow in today's difficult operating environment. Simultaneously, how well your organization manages its revenue cycle is increasingly important to patient satisfaction. At Firstsource, we understand how engaging patients and maximizing revenues are intertwined. We have the proven solutions, depth and breadth of experience to help your organization optimize every aspect of its revenue cycle so that you can achieve greater financial flexibility, patient engagement and satisfaction.

Measurable results that strengthen provider top and bottom lines

We serve more than 1,000 hospitals and more than 30,000 providers with our RCM solutions. Here is just a sampling of the results we've helped our clients achieve:

- Our pre-service solution helped one hospital achieve a **125% increase in POS collections, a 95% increase in completed patient self-service registrations and a 25% reduction in no-shows**
- By revamping a self-service patient-pay portal, we helped **improve the speed of first payments by 58% and increase monthly cash intake by 44%**
- Our receivables management helped a leading health system deliver **\$600,000 incremental cash** in four months and **\$2.6 million in collections** in just over 16 months
- Our bad debt collection solution **maximized revenue by 20%** while reducing patient complaints
- Our self-pay solutions have helped our clients **increase monthly cash by an average of 44% and reduce bad debt by an average of 31%**
- We've helped our clients **convert more than \$100 million in gross charges to funding sources** via patient self-service portals

Capabilities Across the RCM Value Chain



We understand how the different steps of the revenue cycle are interwoven and affect patient engagement and satisfaction as well as your organization's cash flow and financial strength. Whether your organization requires a comprehensive solution or wants to optimize an existing technology investment, Firstsource will deliver a best-in-class solution backed by our global resources and decades of experience.

Optimizing provider RCM with best-in-class talent, experience and digital technology

At Firstsource, we have served many of our RCM clients for decades. These clients appreciate our stability and comprehensive offerings, supported by these three core attributes we bring to every RCM solution:



Experience

We have built an environment that encourages high performance from our RCM experts, many of whom average 35 to 40 years of experience. Our people feel strongly that their core mission is to serve your organization and its patients. They bring a level of expertise, empathy and competency unmatched in the industry. Our global resources and solutions support your patients whenever and however they want to engage. That translates into more appointments, more dollars collected at registration, fewer no-shows, greater revenues and increased patient satisfaction.



Commitment to Service and Quality

We have designed best-in-class processes, and we are constantly refining these, capturing learnings across our client base. Through managing more than 2 billion transactions annually, we have encountered virtually every nuance of RCM, from interactions with electronic health records to payer systems, and transferred that learning to all our client work.



Digital Power

We support our people and practices by deploying the most appropriate technology at the lowest cost. With tools and technologies such as our self-service patient engagement portal, process automation and analytics, we reduce the cost of transactions while improving patient satisfaction and engagement. Firstsource has partnerships with a wide range of leading technology vendors, yet we are technology agnostic. We'll help you preserve existing technology investments and maximize their value.

Optimize revenues and patient experiences with Firstsource

Let us show you how our best-in-class services and solutions, technology and skilled professionals will streamline your revenue cycle and help your organization build financial strength while serving patients better. Contact us to learn more: www.firstsource.com/contact/



Firstsource RCM Solutions

30+ years

RCM experience

1,000+

Hospitals

30,000+

Providers

\$7.2 Billion+

Uncompensated care cost reduced annually

\$1.44 Billion+

Additional cash generated for hospitals

>\$0.8 Billion+

Receivables collected annually from patients / payers