



## Comprehensive and effective services designed to improve your cash flow.

Health Systems Reimbursement Network brings together a unique set of skills, services and experience designed to bring substantial improvement to the revenue cycle of your healthcare institution. Our staff of experienced consultants — all with extensive revenue cycle management — provides a wide array of services all aimed at immediate and long-lasting improvement in the revenue cycle.

- ▶ **Relevant Experience** Whether you represent a single hospital, a multi-facility healthcare system or a physician practice, our consultants have personal management experience in your type of organization.
- ▶ **Beyond Collections** HSRN will manage your Accounts Receivables not only to expedite collections, but also to discover and implement improvements to minimize future needs for outsourced collections.
- ▶ **Technologically Advanced** We provide “realtime” reporting and data exchange by directly accessing your in-house information systems through our web-based transaction software. This minimizes the expense of a custom interface or disputes over claimed collections.

## Accounts Receivable Outsourcing

Our highly skilled and experienced personnel will focus on high-priority Accounts Receivable resulting in immediate improvement in cash flow. As part of this service, HSRN consultants will advise on your staffing levels, training, documentation and systems to discover issues which, if corrected, could limit future reliance on outsourcing agencies — including HSRN.

## Denied Claims Management

With our broad professional experience in all aspects of compliance, medical necessity and documentation we are able to accurately overturn many of the denials by third-party payers. We have full-time staff members devoted to this service, with success rates as high as 70%.

## Managed Care Payment Contract Compliance

We review your reimbursement history and compare it to the terms of your managed care contracts to discover underpayment and erroneous denials. HSRN staff will then work — in a manner designed to enhance the relationship between your organization and the managed care company — to recover all identified underpayments.

## Total Cash Acceleration Plan (T-CAP)

Our consultants work with your staff to quickly improve cash flow through this unique set of procedures, priorities and techniques:

- ▶ **Focused Follow-up** Emphasizing the urgency and intensity of collecting from third-party payers through knowledge and understanding of their procedures will accelerate payment.
- ▶ **Payer Relations** Enhancing and expanding relationships with major payers leads to faster claims processing and problem resolution.
- ▶ **Early Out** Accelerating the outsourcing of your highest balance accounts to collection agencies will help to quickly improve your bottom line.
- ▶ **Customer Service** Improving your Patient Financial Services staff skills and awareness of customer needs will enhance relationships with payers.
- ▶ **Vendor Relations** Managing collection agencies through setting achievable expectations and monitoring results will result in better performance and increased cash flow.

## Credit Balance Resolution

Credit balance accounts can quickly become uncontrollable without timely review and adjudication. Unresolved credit balances can lead to very serious financial losses, litigation and compliance problems. Our qualified and experienced staff will review and analyze your credit accounts to bring them to resolution. In addition we can help train your staff and develop systems for ongoing credit balance resolution.

