

Take Advantage of Unrivaled Expertise in Receivables Management.

Drawing on our decades of experience in Revenue Cycle Performance Improvement, Xtend Healthcare has assembled a team of healthcare management consultants who will expertly evaluate your current systems and processes, compare your organization's performance to national benchmarks, and recommend best-practice improvements.

We will help you assess and identify opportunities in a broad array of areas. With all of our consulting services, we not only recommend improvements; we put measurement tools in place to evaluate effectiveness and performance.

Among our areas of focus:

- ▶ **Work Flow Process Redesign and Engineering:** We evaluate your processes and staff expertise levels and recommend process improvements, potential new technology considerations, and revised position descriptions that streamline business office functions. We also develop a specific **Management Action Plan (MAP)** for your leadership team to ensure that changes are implemented in order of priority and that they remain on track.
- ▶ **Scheduling Solutions:** After a detailed evaluation of your current scheduling process, structure, and technology, we recommend improvements, including (as appropriate) the implementation of a centralized scheduling operation.
- ▶ **Pre-Admitting/Pre-Registration Review:** We evaluate current processes, technologies, staff education, and other factors impacting the pre-admit/registration processes. We provide a MAP that incorporates staff education, new technology considerations, and policies and procedures to maximize effectiveness and efficiency of collecting required data.
- ▶ **Admitting/Registration Assistance:** We evaluate your existing processes, technology utilization, staff education, and other factors impacting your specific organization. Then, we provide a MAP that incorporates solutions and recommendations, including policies and procedures to minimize errors and enhance the quality of information gathered.
- ▶ **Financial Counseling Assistance:** We evaluate your processes, technologies, and staff education levels and provide a MAP that includes training to optimize the overall patient experience and collect/resolve patient balances in an efficient and patient-centered manner.
- ▶ **Insurance Verification Assistance:** After a thorough evaluation, we provide recommendations for enhancing workflows to maximize collection efforts and reduce denials. These recommendations may involve enhanced technology, automated tools, and training for your personnel.



- ▶ **Medical Records Assistance:** We provide an evaluation to identify key reasons why claims are delayed in HIM. Then we provide immediate solution steps to expedite the reduction of discharged not final billed claims and deliver training to increase effectiveness.
- ▶ **Pre-Billing/Claim Editing Assistance:** We evaluate existing system edits and recommend corrections needed to reduce denials. We will implement strategies to isolate and quantify key pre-billing and claim editing issues and develop a MAP to create a permanent improvement in this area.
- ▶ **Billing Assistance:** We evaluate your processes, use of technology and employee skill sets to maximize efficiency. Then we develop a MAP to enhance timeliness and accuracy of the billing processes.
- ▶ **Follow-Up Collections Assistance:** We evaluate your current workflow and implement workload management with a focus on benchmarks and measurement tools. Our MAP for this area will help to align work with resources in the most efficient and effective manner.
- ▶ **Pre-Collections Assistance:** We evaluate current statement processes and customer service sequences to improve self-pay collections. We review current statement structure and timing. Our goal is to ensure that you process and send to external collection agencies only accounts that are truly bad debt.
- ▶ **Bad Debt Management Assistance:** After comparing your processes with national standards, Xtend will recommend and implement a bad debt reduction action plan and develop monitoring tools to report and monitor external collection agency performance.
- ▶ **CDM Evaluation and Update:** We are strategically aligned with expert resources to provide a thorough review of your existing CDM. Based upon the results of our review, we will recommend and implement improvements to the CDM and will offer several levels of ongoing CDM maintenance support as well as training assistance.

Xtend Healthcare Advanced Revenue Solutions



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