nThrive Business Continuity and Recovery Solutions for COVID-19

nThrive works to allow providers to give the best care for patients amongst operational disruptions caused by cash shortages and staff reductions.

nThrive offers business continuity solutions to serve your organization during this crisis.

- Educate and cross-train your colleagues

- Supplement critical revenue cycle areas, such as billing services, preserving cash and accounts receivable when volumes are low

- Provide physician utilization review to keep your critical care providers on the front line

Business Continuity

Fill current staffing shortages, transition colleagues to critical roles and preserve cash and accounts receivable

Revenue Cycle **Services**

→ **Billers, A/R resources, Coders, and CDI Specialists** may be unable to perform their jobs due to transitions, illness, or family leave due to COVID-19 Coronavirus. **Physicians** who usually perform administrative tasks may be transitioned to the front line to take care of patients. nThrive can help supplement your staff to prevent backlogs that can drive up A/R, DNFC/DNFB and cashflow, as well as disrupt other business operations.

MIDDLE SERVICES

Coding and CDI Services

Provide interim services for inpatient, ambulatory and professional coding, as well as Clinical Documentation Integrity Specialists to backfill resources that may be unable to work.

Physician Second Level Review

Supplements clinical efforts by providing recommendations supported by clinical standards and guidelines surrounding length of stay and patient status.

BACK SERVICES

Billing Services

Provides experienced remote billers for interim electronic billing support to backfill resources that may be unable to work. We are technology agnostic and can use our software or the provider's software of choice.

A/R Services

Augments accounts receivable (A/R) resources through remote collections outsourcing services to manage all or part of your active A/R.

Revenue Cycle **Technology**

BACK TECHNOLOGY

→ **Even small deficiencies in workflow can create redundancies, errors and rework** that cost your health care systems millions of dollars in denied or delayed payments. While volumes are down, it's critical to ensure all claims are processed accurately and timely.

nThrive Claims Management Payor Growth Service Package decreases staff effort to reconcile remittance files and payments to claims and helps automate the secondary claim process. The result is a decrease in FTE effort to manually retrieve remittance files which can be critical when facing staffing shortages.

It simplifies the paper claims process to decrease cost and follow-up efforts, and minimizes the risk of losing valuable dollars on paper claims that can be overlooked.

Claims Management Payor Growth Services Package

Allows providers to cost effectively expand your breadth of remittance automation.

Paper Claims Management

Prints, packages and mails claims. Provides payor address verification to ensure providers are getting your claims to the payor correctly and efficiently.

EDUCATION

→ **Focused education can help your staff** transition to areas experiencing shortages or knowledge gaps.

nThrive Education

Comprehensive education solutions that address topics spanning the revenue cycle:
- Patient Access • Clinical Documentation • Coding • Billing

When we all emerge from this crisis, nThrive will be here to help our clients get back on course by helping to recover cash and scale operational efficiencies.

nthrive®

Business Recovery

Identify and recover cash as well as scaling critical revenue cycle operations to return to normal

Revenue Cycle **Services**

→ **When elective and outpatient procedures resume, so will the backlogs.** Shift colleague resources to your Prior Authorization and Financial Clearance teams on the front end and to A/R Follow up and Denials Appeals teams on the back end. Augmenting those areas will manage patient influx and mitigate need to hire and train new staff, resulting in:

• Accelerated cash flow through denial avoidance

• Reduced A/R days and bad debt

• Resources to manage denial appeals

FRONT SERVICES

Prior Authorization

Provides skilled clinicians to conduct medical necessity reviews that are required to obtain new authorizations, extensions for existing authorizations and conduct retrospective reviews to appeal denied days.

Financial Clearance Center

Provides highly trained financial clearance experts to ensure patients are financially cleared early in order to reduce revenue leakage. This service is provided through a centralized-service location.
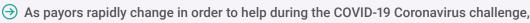
BACK SERVICES

A/R Follow-up

Interim services to drive patient-friendly collections with a seamless program that integrates the full spectrum of education, assistance and account resolution. nThrive will handle the diligence, research and recovery for patient accounts identified as patient responsibility and placed into our inventory.

Denials Appeals and Recovery

nThrive appeals difficult administrative and no-authorization denials through a clinical evidence-based process, using accurate real-time workflow and tracking for improved denial performance.

Revenue Cycle **Technology**

→ **As payors rapidly change in order to help during the COVID-19 Coronavirus challenge,** it is critical that your contract management strategies are strong to preserve, recover cash and account receivables as well as prevent payment variances. nThrive can help:

• Ensure providers understand the exact reimbursement owed from all payor sources (commercial, government and patients)

• Proactively manage payor performance (across acute and ambulatory)

• Provide dedicated experts who load and maintain contracts – for the life of the contract

• Maximize profitability by optimizing contract negotiations and payor management

BACK TECHNOLOGY

Contract Management + Advisory

Web-based revenue management platform helps providers:
• Forecast, calculate and capture with sharp accuracy all net revenue contractually owed
• Model multiple scenarios for comparative outcomes to measure resulting revenue impact for contract negotiation support

The nThrive Advisory team can help identify opportunities to maximize cash flow and optimize payor contract negotiations.

Thank you

for all you and your teams are doing to help our communities.

COVID-19 Coronavirus Updates

As your organization navigates through this pandemic, we continue to update our resources including the nThrive COVID-19 Coronavirus Protocols document that outlines our business continuity plan, COVID-19 protocols, and coding and other pertinent updates.

Click here to download or visit nthrive.com

Ready to learn more? Visit nthrive.com/contact-us, click Sales Questions, complete the short form and we'll be in touch soon.