

### PITFALLS



### PATIENT ACCESS CASH FLOW

Are you meeting performance metrics or are you trapped in a pitfall?



## 1 BENEFIT VERIFICATION

Are you verifying benefits for

100% of patients?



### **COMMON PITFALLS**

- Insufficient patient data
- Inconsistent payer responses
- Mismatched patients
- Missing issue notification
- Unknown payer requirements

### **HOW WE HELP**

- Displays benefits by service type
- Standardized payer responses
- Integrated real-time eligibility improves patient verification accuracy
- Alerts for discrepancies
- Identifies accounts requiring pre-certification





# Are you generating patient estimates with 90% accuracy?

### **COMMON PITFALLS**

- Lack of integration with PAS
- Poor estimate accuracy
- Difficulty estimating surgical procedures
- Cumbersome manual process
- Lengthy turnaround creates consumer dissonance

### **HOW WE HELP**

- Integrates with host system and eligibility
- Accurately estimates within 10% of final bill
- Calculates complex surgical procedures
- Automates no-touch estimates
- Improves consumer experience with quick estimates



POS COLLECTIONS

Are you collecting the patient's payment responsibility upfront?







### **COMMON PITFALLS**

- Difficulty asking for payment
- Difficulty collecting from underinsured patients
- Lack of follow-through for payment collection
- Complex and redundant work

### **HOW WE HELP**

- Education to aid collections
- Predicts patient's ability to pay and need for financial assistance
- Enables payment plans
- Delivers a single solution for financial clearance

# REGISTRATION QUALITY MANAGEMENT

Are 95%

of your patients pre-registered for service? Do less than 2% of your accounts have errors?



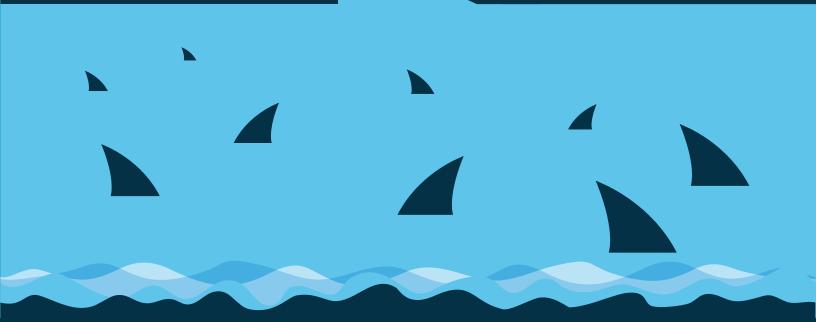


### **COMMON PITFALLS**

- Labor-intensive quality audits
- Revenue lost due to errors
- Returned mail and inability to follow-up
- Incomplete financial clearance creates denials

### **HOW WE HELP**

- Alerts for errors in real-time
- Ensures 100% registration QA
- Validates address and identity for patients and guarantors
- Analyzes root causes and reports performance



### For More Information

If you are experiencing any of these pitfalls, call upon nThrive for solutions. We can help you maximize performance with Patient-to-Payment<sup>SM</sup> technology, education, consulting and outsourcing solutions. Call us today at (678) 323-2500.