

The illustration depicts a business team of seven people (four men and three women) in business attire running across a narrow path made of five large, white, gear-shaped dollar signs. The path is suspended over a dark, jagged cliff edge. The background is a solid teal color with stylized clouds (some with diagonal stripes) and a small white bird flying in the upper left. The overall theme is financial risk and the challenge of maintaining cash flow.

**OVERCOMING 4 KEY**

# **PITFALLS**

**TO**

**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



## 2 ESTIMATION

# 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

**3**

## POS COLLECTIONS

Are you collecting the patient's payment responsibility upfront?

Point of Service →





## 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

# 4 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.