



# Physician Comprehensive Revenue Cycle Management

The healthcare industry today is focused on controlling costs and increasing efficiencies and provider organizations are looking at the critical drivers of revenue cycle performance. With national margins at around 3 percent, physician revenue cycle management solutions can help lower the cost to collect, allowing you to focus on caring for your patients. Navigant solutions<sup>1</sup> utilize a customized approach that integrates revenue cycle expertise and best-practice processes with our proprietary technology platform to streamline operations and works across all health information system (HIS) platforms (Epic, Cerner, Meditech, etc.).

**Guidehouse** offers comprehensive revenue cycle outsourcing for all phases of the revenue cycle, including: health information management and patient financial services. By utilizing our full capabilities, we leverage our consulting expertise to provide change management and process improvement for our clients. This holistic approach, coupled with innovative technology use, helps you achieve the full potential of your entire revenue cycle.



## Today's Revenue Cycle Management Challenges

- Continuous changes in regulatory and reimbursement needs;
- Shortage of skilled workers;
- Quality control;
- Inefficient and ineffective processes; and
- Lack of optimized technology use.

Guidehouse's end-to-end revenue cycle solution addresses mid- and back-end revenue cycle functions that holistically secure revenue that might otherwise be lost. We tailor our offerings to the specific needs of each client and deploy efficient and sustainable workflows that enable effective reimbursement, as well as improve the patient experience. Our full revenue cycle outsourcing capabilities leverage our consulting expertise and span the entire revenue cycle.

## Health Information Management (HIM)

HIM serves a critical role in provider organizations in verifying that the clinical and financial data collected and used for payments is robust, correct, and up-to-date. Coding, as the cornerstone of HIM, is key to securing accurate reimbursements from payers.



## Guidehouse's Blended Coded Model Benefits

- Lowered costs
- 24/7 processing
- Ability to scale during peak demand periods
- Inpatient and outpatient capabilities
- One-point of contact in U.S. for both onshore and offshore
- Can assist with small and large coding needs

## About Guidehouse

Guidehouse is a leading global provider of consulting services to the public and commercial markets with broad capabilities in management, technology, and risk consulting. We help clients address their toughest challenges with a focus on markets and clients facing transformational change, technology-driven innovation and significant regulatory pressure. Across a range of advisory, consulting, outsourcing, and technology/analytics services, we help clients create scalable, innovative solutions that prepare them for future growth and success. Guidehouse is a Veritas Capital portfolio company, led by seasoned professionals with proven and diverse expertise in traditional and emerging technologies, markets and agenda-setting issues driving national and global economies. For more information, please visit: [www.guidehouse.com](http://www.guidehouse.com).

Our comprehensive HIM solution enables complete and correct payment from payers and helps with denials prevention. Our solution includes:

- Release of Information
- Transcription
- Coding
- Archiving
- Chart Preparation

## Patient Financial Services (PFS)

PFS serves a critical role in provider organizations striving to achieve accurate and timely collection of payments after care is provided. Billing and collections are the cornerstone of account resolution operations of all providers and require efficient processes and technology support.

Guidehouse's comprehensive PFS solution expedites the collection of payments from those that are under obligation to reimburse for clinical care, and includes:

- Billing
- Insurance Follow Up
  - Aged A/R
  - Low-Balance A/R
  - A/R System Conversion
- Self-Pay Follow Up
- Payment Processing
- Credit Balance
- Credentialing



### Technology Benefits

Guidehouse deploys exceptional technology that:

- Uses a cloud-based revenue cycle management toolset that enables extensive automation
- Employs extensive real-time management reporting tools through existing dashboards and reports, and has the ability for ad hoc query data
- Integrates with any major patient accounting platform to receive account data, and send back updates and notes as needed