

## Healthcare | Revenue Cycle Managed Services

# How Did We Earn So Many #1 KLAS Rankings For Revenue Cycle Outsourcing Services?



Over the years, Guidehouse (formerly Navigant) ranked #1 for revenue cycle outsourcing solutions based on research conducted by KLAS. KLAS recognition is more than a ranking; it is a distinction based on actual impartial client feedback. Our commitment to client satisfaction and results makes this recognition meaningful and significant. KLAS is an independent research organization, evaluating healthcare client satisfaction across the USA. Each year, we, along with our competitors, are rated based on the following criteria:

Culture



Loyalty



Operations



Product



Relationship



Value



## What are Clients Saying About Us?

We are pleased to share actual client comments that were included in the KLAS research. To view more client feedback, please visit [www.klasresearch.com](http://www.klasresearch.com).

### Revenue Cycle Extended Business Office (Modular Solutions)



***"The quality of Guidehouse's staff members is excellent.*** The firm has smart people who are trying to solve problems. Guidehouse really does want to make things better; they aren't just looking for us to keep sending them accounts so that they can take a contingency. Guidehouse is trying to help us identify and fix our issues. They have good detection methods and good statistics coming back from their claims management platform." — VP/Other Executive | Jan 2020



***"Guidehouse absolutely exceeded my expectations.*** They have done really well at driving tangible outcomes for us. I would likely recommend them to others. Guidehouse has exceptional leaders who are involved." — VP/Other Executive | Jan 2020



***"We have worked with the vendor for a long time, and that is a testament to how they are doing.*** They do really well. Guidehouse is really good at identifying issues that we can address with the payer. We really rely on Guidehouse for that. The vendor has gone through changes. Guidehouse bought Guidehouse, and there were some changes in our leadership when that happened. We still have the same manager, and that is great because we have worked together for a very long time. The supervisor changed, and the new supervisor is doing a good job. The person has had to learn a lot, but the transition seems to be seamless for us. The vendor continues to do an extremely good job for us." — Manager | Feb 2020



"One of the benefits of working with Guidehouse is their level of understanding about different state regulations. We don't do any outbound calls to patients, so Guidehouse is handling a lot of the work. I don't know how anybody could keep up with that kind of work unless they were doing it full time. ***Guidehouse is very good about managing the work.***" — CFO | Apr 2020



***"We are very impressed with Guidehouse's work, and they are responsive.*** If there is an issue, Guidehouse recognizes it very quickly and then responds and reacts very quickly. Guidehouse is client-centric. We have a good working relationship with Guidehouse, and we have a dedicated client contact and dedicated operational contacts. Guidehouse is doing a really nice job for us." — VP/Other Executive | Jun 2020

## Revenue Cycle Outsourcing (Comprehensive Revenue Cycle Management)



***"The quality of Guidehouse's staff is phenomenal.*** The vendor definitely works on being a good partner. When they got into our organization, they said that they would be there for us. When they had a problem, they fixed it, so that was very good. I would definitely recommend Guidehouse." — Director | Aug 2020



***"Guidehouse is very proactive in providing visibility on their performance.*** We sit down with their senior leadership very frequently and go through a detailed report. Guidehouse is very proud of the improvements they have made, and they are straightforward about where they haven't made improvements. The vendor is open about explaining what they are doing." — COO | Feb 2019



***"We are collecting more than we were before our engagement with Guidehouse.*** Our costs as a percentage of collections have come down. Our collections first went up, and Guidehouse asked us how much we were spending on all of our revenue cycles. We agreed on a cost plan that was acceptable to both us and Guidehouse. The plan feels fair, and it has avoided any nickel-and-diming. I haven't had to worry about Guidehouse doing things that they didn't necessarily sign up for." — COO | Feb 2019



"There has been a lot of flexibility in the way that we structure our relationship. That was something that we were looking for in a vendor. We didn't want to just turn over our revenue cycle and have it be prescriptive or structured in the vendor's way. ***We wanted the vendor's structure to fit within our culture, and Guidehouse has been able to do that for us.***" — VP | Feb 2019



***"Guidehouse is a fully functioning member of our management and leadership structure.*** They participate in patient engagement and patient experience activities across the organization. They continually do improvement activities in the format that we prescribe within our organization. Additionally, Guidehouse has expertise in other areas. If I have questions, there are resources that I can look to in order to get some help." — VP | Feb 2019



***"Guidehouse brings good, strategic expertise.*** When most of our folks have been here for many years, we need some expertise." — Director | March 2019

To learn more about Guidehouse's revenue cycle services, please contact:

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### 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. Headquartered in McLean, VA, the company has more than 8,000 professionals in more than 50 locations. 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).

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