*firstsource*

**Firstsource Healthcare Cloud**

PENDING **2** | COMPLETED **1**

Identity Verification ›
SSN Verification ›
Birth Verification ›
Income Verification ›

FIRSTSOURCE HEALTHCARE CLOUD

# Digital Document Submission

## Cloud-first services for accelerated value

COVID-19 is forcing healthcare providers to limit non-clinical patient interactions to protect their staff and curb the spread of the infection.

At the same time, modern healthcare consumers expect Amazon-like digital engagement and experiences across sectors – even healthcare. A whopping 60% of consumers expect their healthcare digital experience to mirror that of retail.
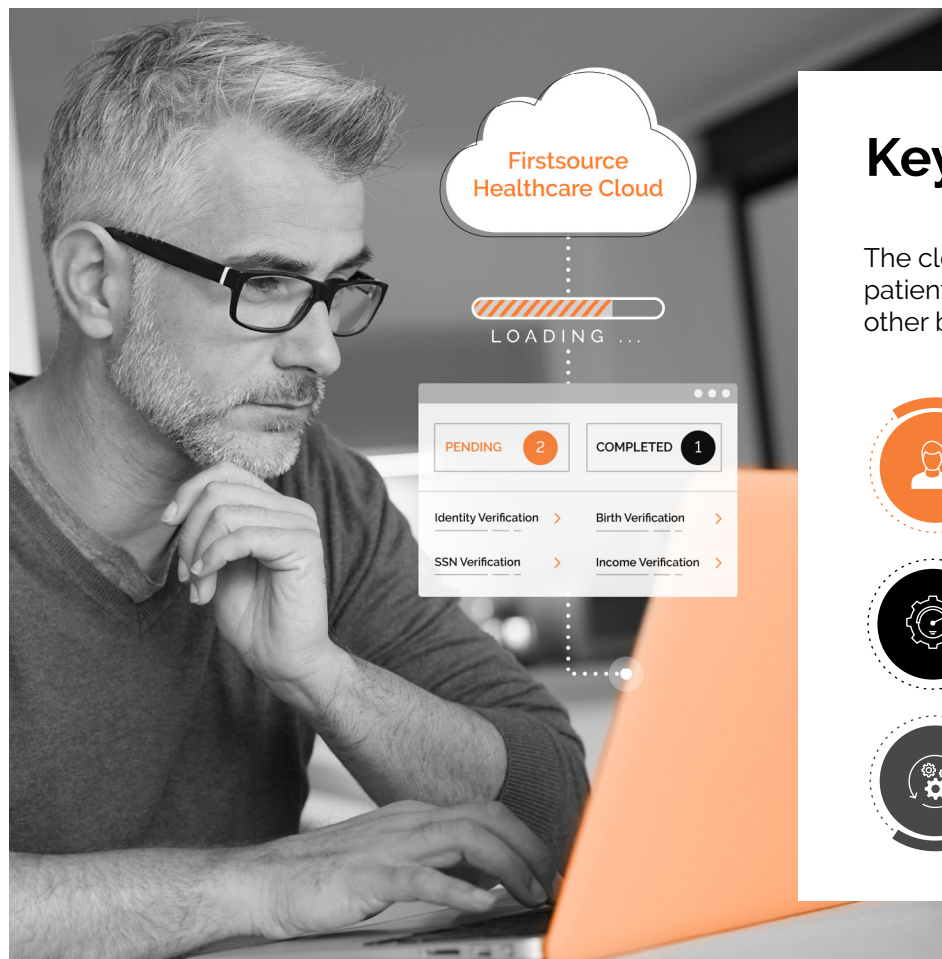
Why should hospitals care?

Meeting patient expectations is critical to Provider financial performance at a time when patients are the third largest payers after Medicare and Medicaid.

# Digital Document Submission Services over the cloud

**Firstsource Healthcare Cloud: Digital Document Submission Services** enable hospitals to electronically gather supporting documentation to validate patient financial assistance data.

It ensures employee safety by mitigating face-to-face interactions with patients and accelerates the document gathering process – all while enhancing patient convenience and satisfaction.

The solution's mobile device integration accelerates outreach and improves patient cooperation while reducing the account lifecycle.

Firstsource
Healthcare Cloud

LOADING ...

| PENDING 2 | COMPLETED 1 |
| --- | --- |
| Identity Verification > | Birth Verification > |
| SSN Verification > | Income Verification > |

## Key benefits

The cloud-first solution not only elevates the patient experience, but they also offer several other benefits for hospitals.

Simplified & user-friendly patient process

Accelerated processing

End to end digital continuity

# Solution features

Patients can use our Patient Portal or our secure smart phone application to access our Digital Document Submission Services. Using the solution, patients can:

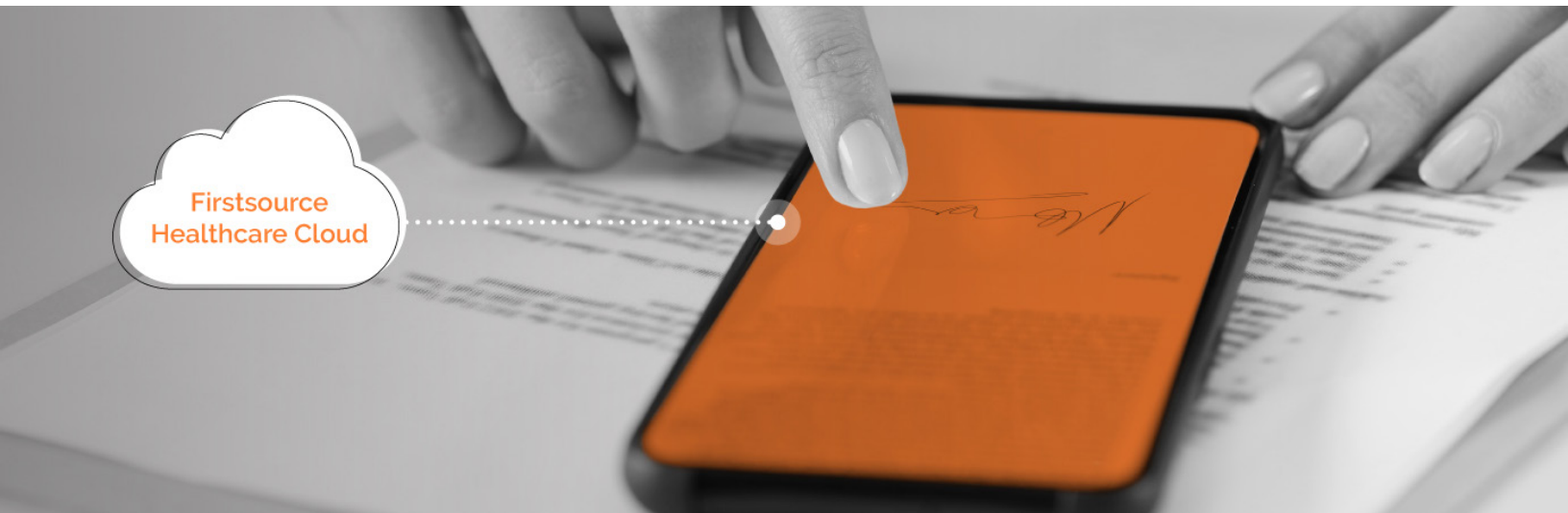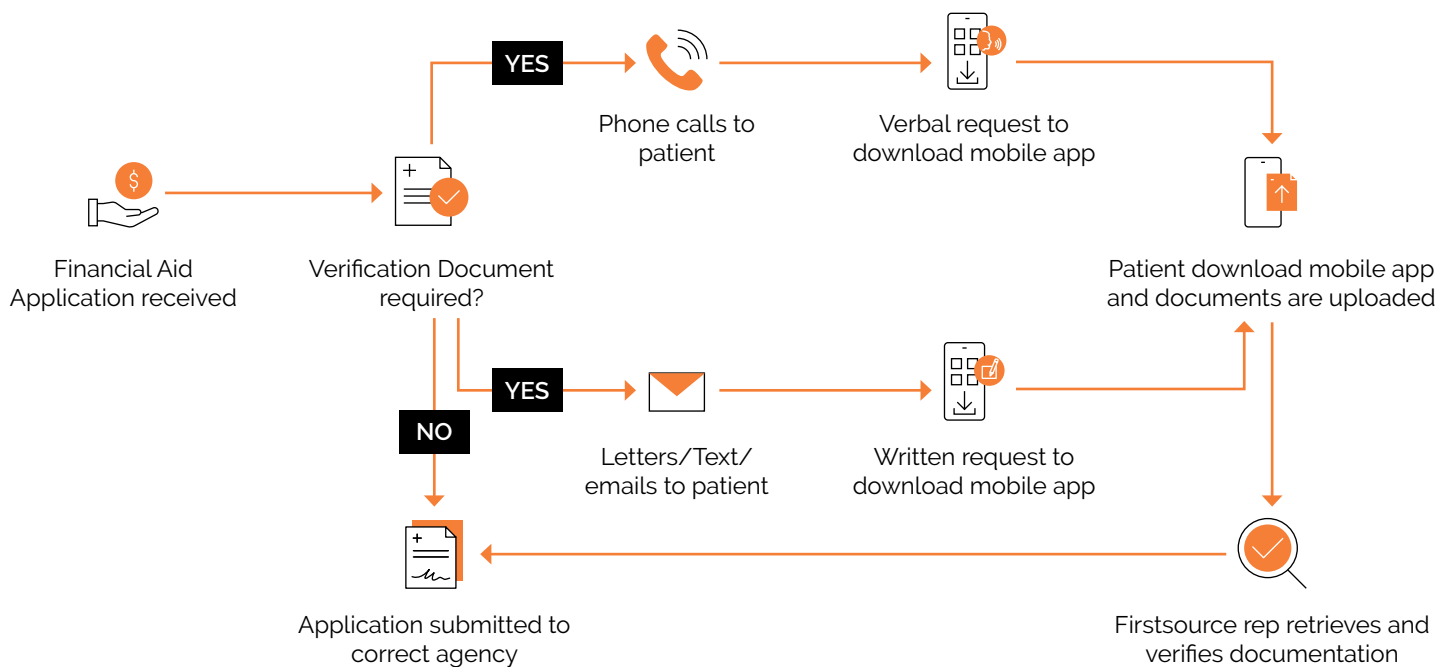**Upload legible images of the required documentation within a secure framework**

**eSign documents using DocuSign, facilitating digital signatures of required documentation – 62% of documents are eSigned within one hour using DocuSign.**

**Track Status of Documentation**

# How does it work

**YES** → Phone calls to patient → Verbal request to download mobile app

Financial Aid Application received → Verification Document required?

**YES** → Letters/Text/emails to patient → Written request to download mobile app

**NO** → Application submitted to correct agency

Patient download mobile app and documents are uploaded

Firstsource rep retrieves and verifies documentation

**Firstsource Healthcare Cloud**

# **Digital Document Submission** is just one component of our comprehensive Patient Engagement and Receivables Management solution

The holistic Firstsource solution includes an entire stack of digital-first patient engagement and Eligibility and Enrollment services. They are specifically designed to uncover missing patient information and enhance engagement with patients across their journey, dramatically improving patient satisfaction as well as financial performance for hospitals.

Patient Engagement Portal

Insurance Verification

Digital Document Submission

Patient Pre-Registration

**Firstsource Healthcare Cloud**

Financial Assistance Screening

Receivables Workflow Platform

Insurance Discovery

Financial Assistance Enrollment

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Healthcare systems plagued with data extraction challenges, arduous implementation meetings, burdened IT resources, and long-involved contractual negotiations, are a thing of the past.

**Firstsource Healthcare Cloud**

Introducing Firstsource Healthcare Cloud, a new, innovative platform in Revenue Cycle Management.

Our Cloud-native services are built to complement your existing infrastructure and provide patients with a superior user experience. Combining our rich domain experience with Intelligent Automation, we've found the proper balance between bot technology and Digitally Empowered Contact Center support.

The Cloud-first delivery model optimizes productivity and scalability with turnkey solutions powered by our comprehensive and in-depth cloud platform. Enhance your teams' collaboration in simplifying the patient experience, while continuously improving healthcare operations to eliminate revenue leakage, streamline care delivery, and focus on activities that improve patient health.

Learn how Firstsource Healthcare Cloud can help your organization transform financial performance and patient experience. Click here