firstsource

Firstsource
Healthcare Cloud

Insurance Detected

FIRSTSOURCE HEALTHCARE CLOUD

Insurance Discovery

Cloud-first services for accelerated value

National uncompensated care costs have increased by $660 Bn since 2000. 60% of uncompensated care costs result in bad debts. Pandemic-related job losses are further compounding the situation by increasing the number of uninsured.

It's more important now than ever for hospitals to capitalize on every opportunity to capture hidden revenue.

Traditionally, Providers have deployed the bulk of their resources to collect revenue that could potentially result in bad debts.

They are now realizing the importance of not only uncovering missed insurance on self-pay patients but also holistically pursuing insurance discovery across all patient populations. This includes Medicaid, Medicare and commercially insured patients.

Insurance Discovery Services over the cloud

Firstsource Healthcare Cloud: Insurance Discovery Services identify hard to find insurance coverage at the pre-registration stage across all accounts – not just self-pay.

The solution streamlines efficiency and identifies the right payers for service reimbursement across payers:

Firstsource Healthcare Cloud

Commercial Insurance

Government Programs, including Medicaid, Medicare, VA benefits, Indian Health Services and Victims of Crime

Motor vehicle/Third-party liability/ Workers Compensation

COBRA

It automates the manual data gathering process of finding insurance information by querying Payer databases in real time, ensuring that billers identify all possible revenue sources prior to service.

For patients with insurance, the solution automatically updates the policy information in the hospital's system. For those without insurance, it goes on to screen for federal/charitable financial assistance qualifications.

Key benefits

The cloud-first solution helps Providers bill the relevant Payer, reducing costs, preventing bad debts, and maximizing reimbursements and revenue. It also helps identify secondary coverage maximizing reimbursement from uncompensated care and underpaid accounts.

Automation of manual processes

Expedited identification of patient payment responsibility

Streamlined processes and improved efficiencies for lower AR and higher Disproportionate Share Hospital (DSH) reimbursement

Solution features

Our Insurance Discovery Services combine innovative technology with the human touch to explore every coverage option and Payer source for patients. By using demographic information and searching multiple Payer databases, the solution finds active coverage, including government, commercial and secondary/tertiary sources.
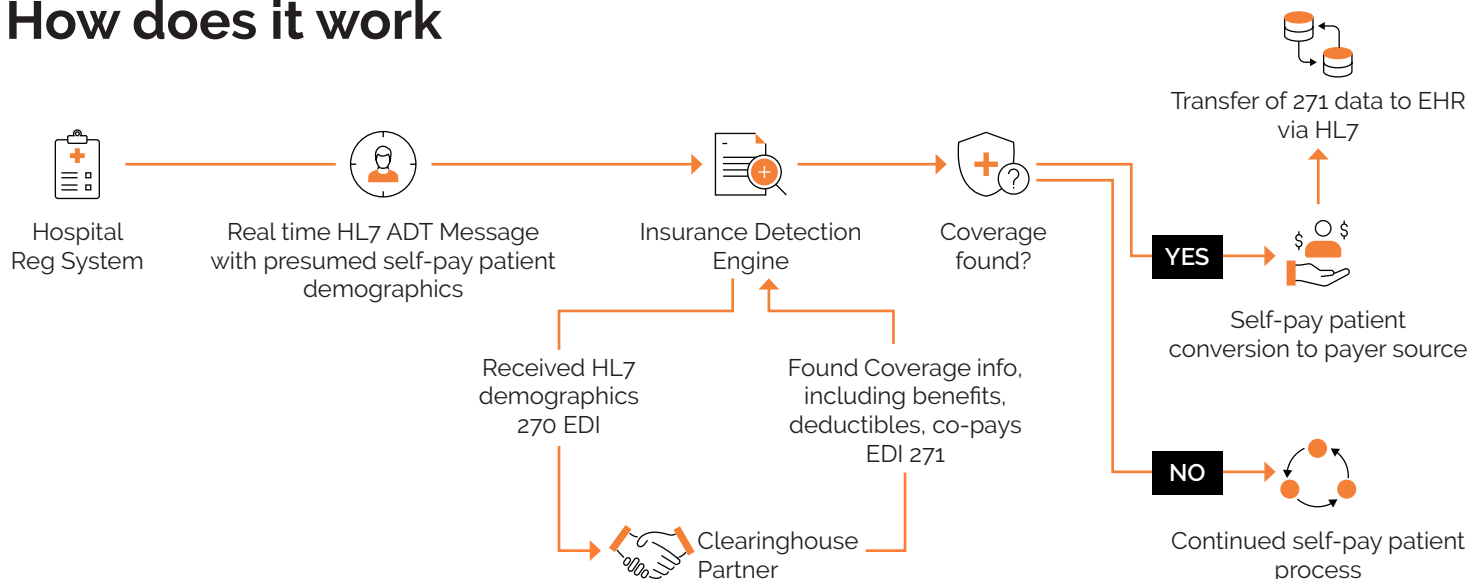
Our team then acts as a liaison to the patient, ensuring a smooth and efficient process between the patient, hospital and various agencies. The solution:

Identifies incomplete, inaccurate or missing patient data.
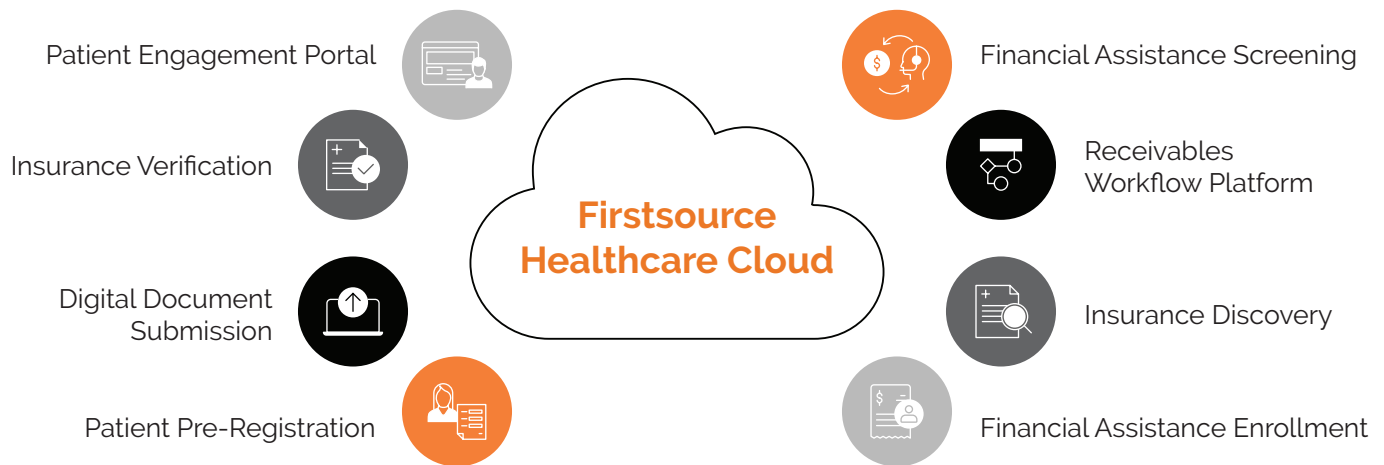
Scales as needed with automated features.

Finds additional payment opportunities even for complex cases, including Medicaid secondary.

How does it work

Hospital Reg System

Real time HL7 ADT Message with presumed self-pay patient demographics

Insurance Detection Engine

Coverage found?

Transfer of 271 data to EHR via HL7

YES → Self-pay patient conversion to payer source

NO → Continued self-pay patient process

Received HL7 demographics 270 EDI

Found Coverage info, including benefits, deductibles, co-pays EDI 271

Clearinghouse Partner

Insurance Discovery 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

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

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

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