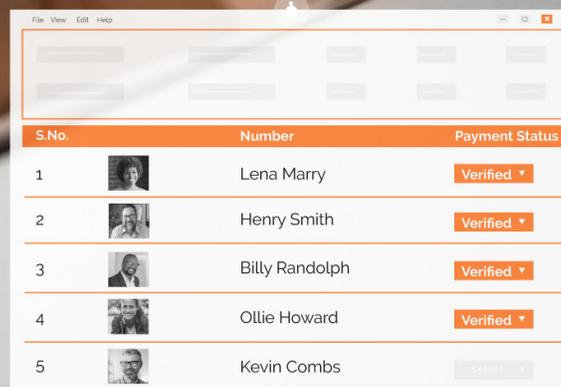


Firstsource  
Healthcare Cloud



S.No.	Number	Payment Status
1	 Lena Marry	Verified
2	 Henry Smith	Verified
3	 Billy Randolph	Verified
4	 Ollie Howard	Verified
5	 Kevin Combs	Select

FIRSTSOURCE HEALTHCARE CLOUD

# Insurance Verification

Cloud-first services for accelerated value

Claims denials by payers have been steadily growing, increasing by 23% between 2016 and 2020. The global health crisis is further accelerating its upward trajectory.

The good news is a majority of denials are preventable. With one in four denials originating during eligibility and registration, heightening the focus on insurance verification can help significantly improve outcomes for hospitals. A sharper focus on insurance verification is equally important from the patient perspective. Patients increasingly expect price transparency and seamless financial experience from Providers.

Nearly 50% of patients say that a clear estimate of financial responsibility will impact whether they will see a particular Provider or not, and 70% of patients are more likely to pay if they receive an estimate on the day of service.

## Insurance Verification Services over the cloud

**Firstsource Healthcare Cloud: Insurance Verification Services** enable real-time verification, claim status monitoring and fraud mitigation. It reduces your back-office workload and enhances employee productivity and satisfaction.

The solution checks the status of your patient's deductibles and co-pays based on their coverage – before any services are rendered.

It automatically generates the eligibility request during the Patient Registration Process, provides results in real time, and posts relevant data back to the host HIS.

The Patient Bill Estimator component of the solution helps generate a quick estimate – before services are rendered. This provides patients the peace of mind about how they are going to pay for their services.

## Key benefits

The cloud-first solution **dramatically reduces denials, decreases Accounts Receivable days, and increases revenue.** It significantly improves Point of Service (POS) collections through real-time insights into co-payments, deductibles, and other relevant data.



**125%** increase in POS cash collections six months from go live

**25%** reduction in no-shows and cancellation rates

**95%** personalized bill estimate accuracy

**25%** reduction in in-person registration time

# Solution features

Our Insurance Verification Services drive intelligent and standardized eligibility searches across multiple Payers to provide an instant overview of patient's benefits and coverage.

Combined with spousal verification, this approach helps identify and manage self-pay accounts for in-time financial counseling. It also flags ineligible patients for review prior to patient visit, optimizing both visits and collections.

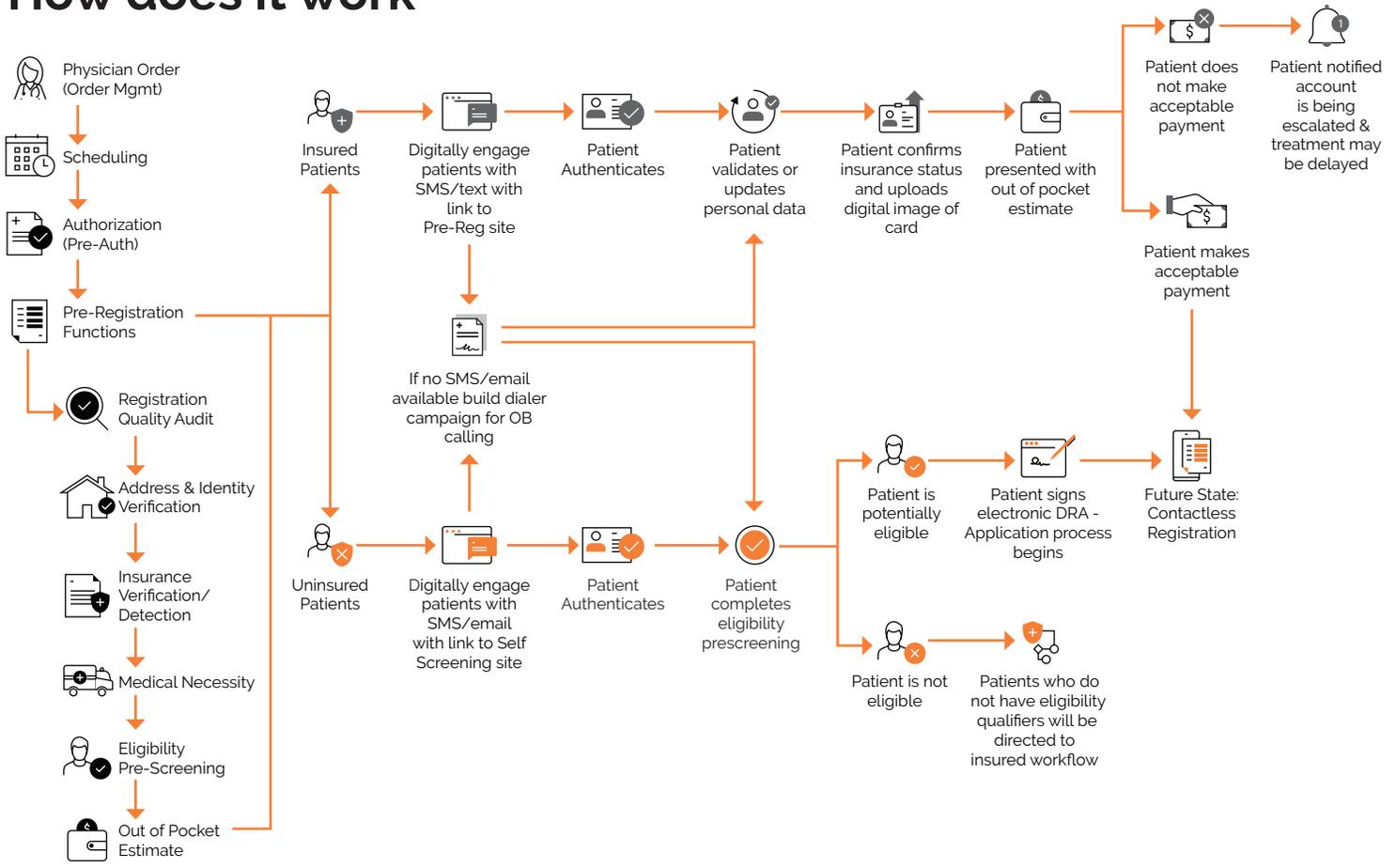
With robust features such as real-time processing, HIS integration and 24/7 support, the solution seamlessly integrates with your EHR and EMR systems for enhanced decision making and superior financial outcomes.

Uses exception-based error detection to identify costly errors early on and reduce rework and front-end related denials.

Reduces upfront denials using patient address validation, patient identity and insurance verification.

Complies with price transparency regulations and improves patient satisfaction with accurate out-of-pocket cost estimates (95% accuracy or greater, on average).

# How does it work



# Insurance Verification 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.



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](#)

