



HGS Revenue Cycle Management Services



Measure | Strive | Achieve



www.teamhgs.com

Today's healthcare providers need new business models to meet increasingly complex reimbursement and regulatory challenges. There is demand for resourceful ways to contain costs and engage patients at all lifecycle points. All industry stakeholders want better outcomes, specifically in areas of:

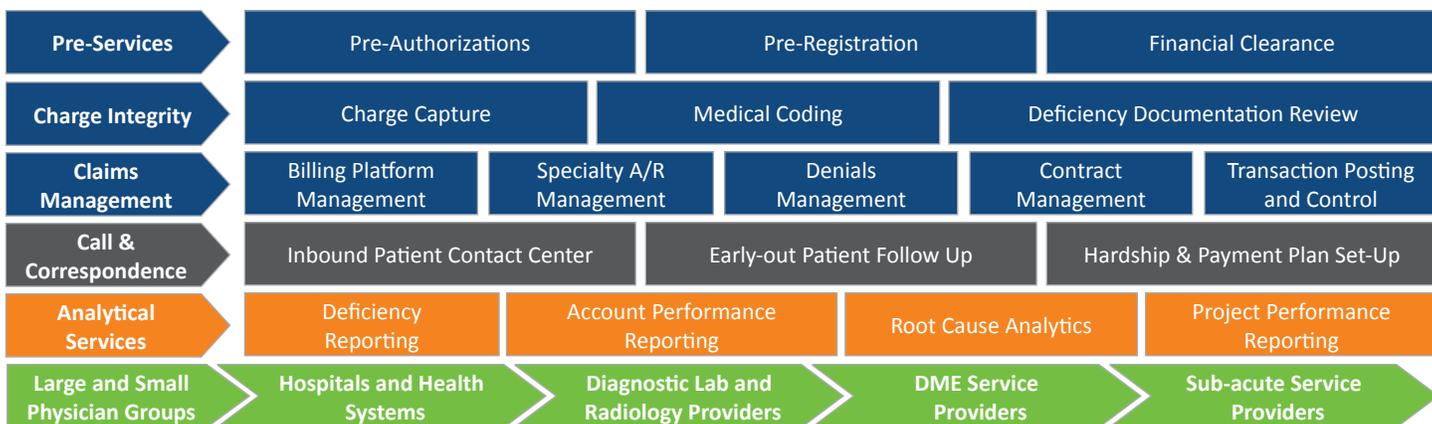
- Admitting staff struggling to capture good data in a timely manner
- Late charges, missing charges, inconsistent charge capture
- Coding backlogs, lack of ICD-10 CM/PCS conversion readiness
- Key A/R performance indicators below standard
- Aging of accounts, increasing denials, problem financial classes, unworked balance ranges
- Patient balances growing and bad debt increasing
- Overall discipline regarding compliance, security of data, and quality
- Lack of good business intelligence

HGS Revenue Cycle Management Services sharpens your focus with service excellence, smart processes, and fresh use of technology. Our suite of services include front-end Patient Access services; mid-cycle charge integrity, medical coding, and billing services; and back-end insurance claims resolution offerings, clinical denial appeals, and customer-driven self-pay early-out services. As a trusted and forward-thinking partner, HGS Revenue Cycle Management Services delivers real, bottom-line outcomes—net revenue increases, reduced bad debt, and an optimized customer experience, with an overall commitment to compliance, security and quality—to next-generation healthcare providers and consumers.

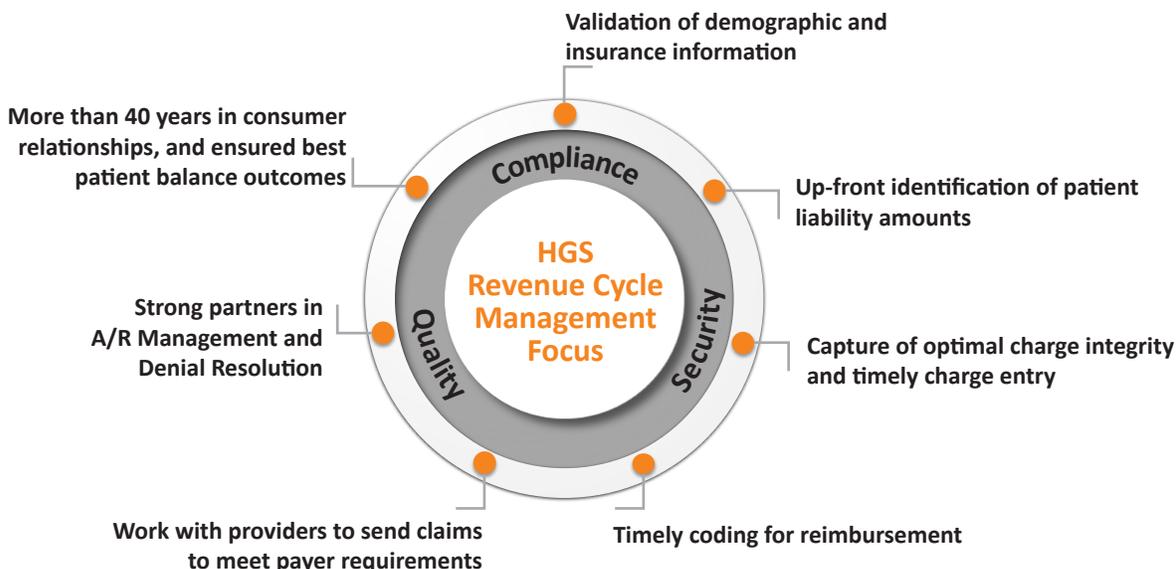
Why HGS?

Our 15-year relationships with healthcare providers prove our ability to deliver services that matter—front-end Financial Clearance, mid-cycle coding and charge integrity, and a full suite of A/R management tools.

Revenue Cycle Management Comprehensive Services



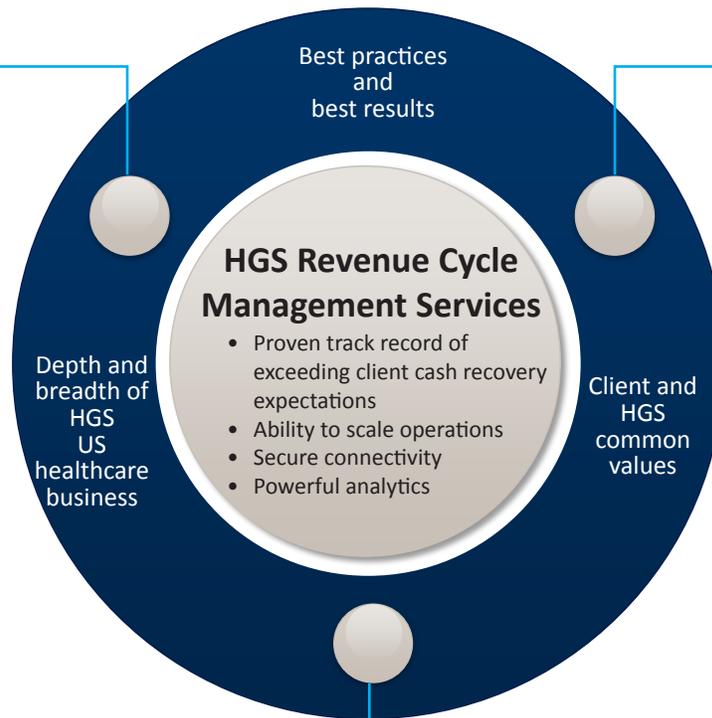
7 Key Areas of HGS Revenue Cycle Management Focus



HGS Revenue Cycle Management Services

Process

- Standardized and efficient processes
- Established quality assurance and compliance programs
- Identification of process/system breakdowns
- Identification of payer trends and issues
- ISO 9001:2008 certified for Quality of Process



People

High-quality staff:

- Patient accounting managers
- HIPAA trained personnel
- Consultants
- Clinicians, certified coders
- Dedicated compliance and quality assurance team
- SAE 16/ ISAE 3402 Type I certified for Compliance

Technology

- Proprietary web-based tools for claim and denial workflow, automation, issues tracking, document imaging and analytics
- Reverse interface system capabilities
- Integrated quality assessment tool
- ISO/ IEC 27001:2005 certified for data security

Business Benefits Delivered

For a large hospital group client, HGS Revenue Cycle Management Services eliminated administrative denials by **95%**. HGS employed state-of-the-art analytics to achieve a **50%** decrease in denied receivables.

For one of the largest home health providers in the U.S., our insurance eligibility and authorization services support drove near-**100%** financial clearance rates and an internal quality score above **96%**.

For one major Midwest health system, we provided verification of insurance eligibility, inpatient and outpatient account review, and self-pay account review. For this client partner, we consistently maintained financial clearance rates close to **100%**, with an internal quality score above **97%**.

"We were pleased with the recoveries, considering the age of the receivable we placed, but what really excited our team was HGS's deep partnership with staff and management. The 0% patient complaint score was a significant benefit of the HGS engagement. As a result of HGS's informative monthly reporting, we were able to address areas of opportunity and prevent future accounts from aging."

- Leading U.S. Health System

"HGS is a very intuitive business partner. The team doesn't hesitate to suggest ideas to resolve business problems. Staff is extremely responsive to our requests and performs with flawless execution and proactive, thoughtful account leadership."

-U.S. Fortune 100 Healthcare Company

"The HGS team was quick to respond to our staffing needs. HGS understands the importance of providing excellent service, and the team ensures best-in-class performance."

-Leading U.S. Health Insurance Company

HGS Healthcare Provider Expertise

More than **1,000** BPO professionals providing healthcare solutions

End-to-end support of all revenue cycle processes

15 years of healthcare consumer engagement leadership

\$6.9 billion in provider A/R managed

\$2.6 billion cash collected for our clients; over **\$1** billion of this cash has been collected through denial reversals

Served more than **40** healthcare providers

Blended shore model of service delivery - **USA, Caribbean, Philippines, India**

Strategic focus on healthcare reform-based needs: ICD-10 readiness, HIE support functions, population health consumerism, ACO support processes, and business Information management

Highly ranked in **KLAS** and **C-SAT** surveys

About HGS

HGS is a leader in optimizing the customer experience and helping our clients to become more competitive. HGS provides a full suite of business process management (BPM) services from traditional voice contact center services and transformational Digi**CX** services that are unifying customer engagement to platform-based, back-office services and digital marketing solutions. By applying analytics, automation, and interaction expertise to deliver innovation and thought leadership, HGS increases revenue, improves operating efficiency, and helps retain valuable customers. HGS expertise spans the telecommunications and media, healthcare, insurance, banking, consumer electronics and technology, retail, and consumer packaged goods industries, as well as the public sector. HGS operates on a global landscape with 40,000 employees in 66 worldwide locations delivering localized solutions. For the year ended 31st March 2016, HGS had revenues of US\$ 507 million. HGS, part of the multi-billion dollar Hinduja Group, has more than four decades of experience working with some of the world's most recognized brands.

To learn more about HGS Revenue Cycle Management Services please contact:

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