



HGS Revenue Cycle Management Services

HealthCARE™
Partnering for Better Outcomes

Driving Results. Consistently.



www.hgshealthcare.com

Today's healthcare providers need new business models to meet increasingly complex reimbursement and regulatory challenges. Organizations need resourceful ways to contain costs and engage patients at all lifecycle points. All industry stakeholders want better outcomes, specifically where they encounter:

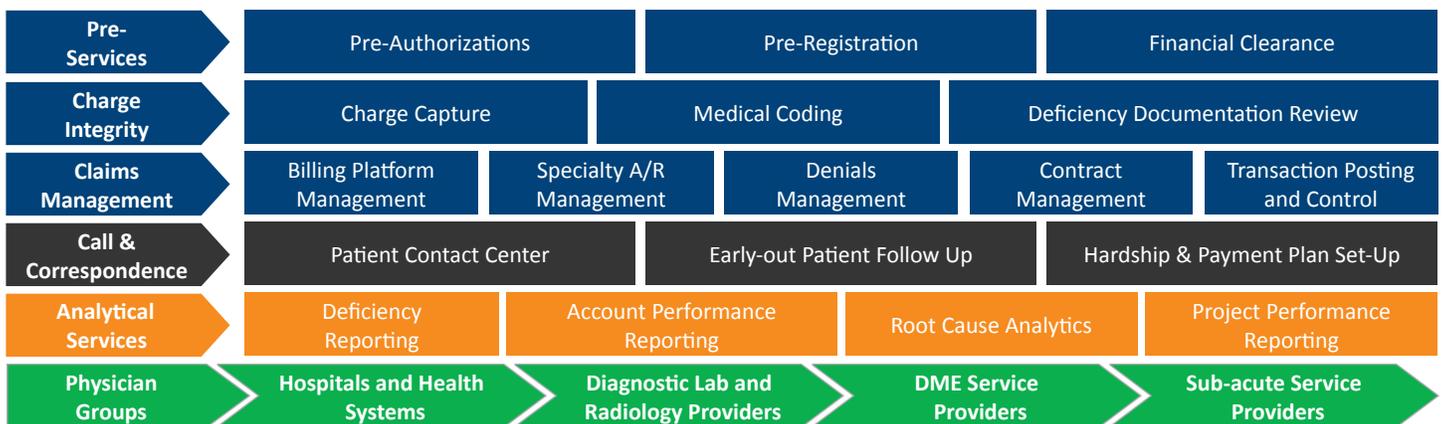
- Admitting staff struggling to capture good data in a timely manner
- Late charges, missing charges, inconsistent charge capture
- Coding backlogs, lack of ICD-10 CM/PCS skills
- Key A/R performance indicators below standard
- Aging of accounts, increasing denials, problem financial classes, unworked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

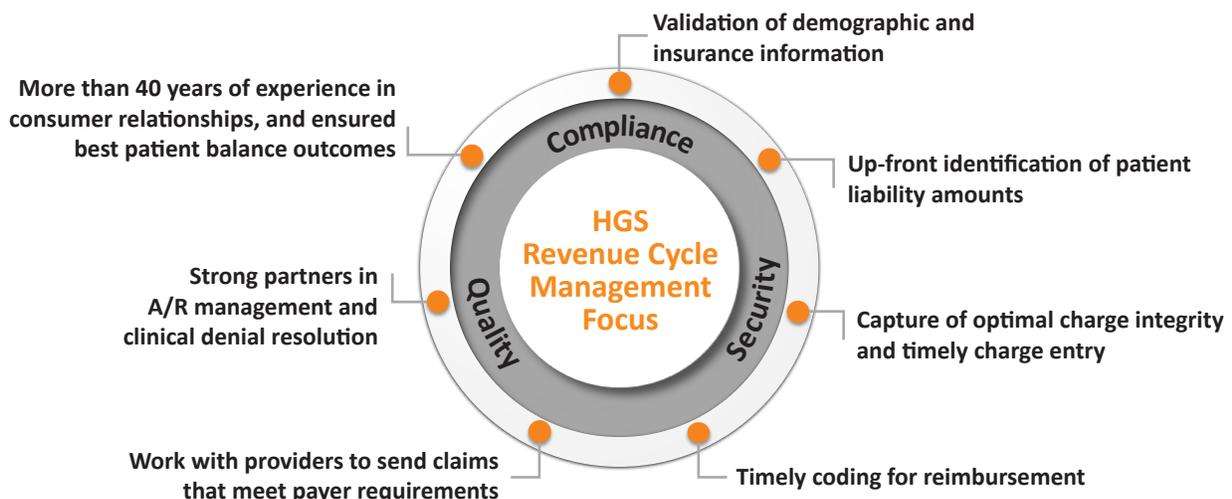
Why HGS?

Our 17-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



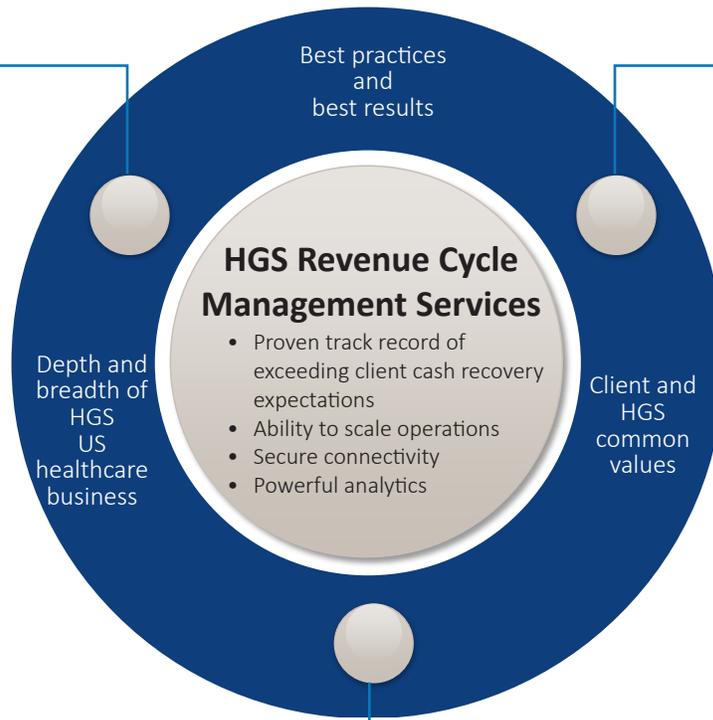
7 Key Areas of HGS Revenue Cycle Management Focus



HGS Revenue Cycle Management Services

Smart Processes

- Standardized and efficient processes
- Established quality assurance and compliance programs
- Identification of process/system breakdowns
- Identification of payer trends and issues
- ISO 9001:2015 certified for Quality of Process



Best practices and best results

HGS Revenue Cycle Management Services

- Proven track record of exceeding client cash recovery expectations
- Ability to scale operations
- Secure connectivity
- Powerful analytics

Depth and breadth of HGS US healthcare business

Client and HGS common values

Great People

- 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

Agile 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 **2,000** BPO professionals providing healthcare solutions

Long-term relationships based on client-focused goals

17 years of healthcare consumer engagement leadership

Over **\$7** billion in Client A/R placed with HGS

Over **\$3** billion cash collected for our clients; over **\$1.5** billion of this cash has been collected through denial reversals

Served more than **110** healthcare providers

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

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

Highly ranked by industry analysts and clients alike as a leader in **RCMS**

About HGS Healthcare

A global leader in healthcare business process management (BPM) and optimizing the customer/patient experience lifecycle, HGS is helping make its clients more competitive every day. HGS combines technology-powered services in automation, analytics and digital communications with domain expertise focusing on back office processing and patient contact solutions to deliver transformational impact to clients. HGS takes a true “globally local” approach, with over 22,000 employees making a difference to some of the USA’s leading providers of healthcare services. For the year ended 31st March 2017, HGS Healthcare had revenues of \$285 million.

Log in to www.hgshealthcare.com to learn how we can help make you more competitive.

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

Scott King

Vice President, Business Development, Healthcare
105 College Road East, Second Floor, Princeton, NJ 08540
Mobile: (678) 993-4515 | scott.king@teamhgs.com
www.hgshealthcare.com