



Healthcare Provider Solutions

Payments with consumer care in mind



INNOVATIVE REVENUE CYCLE MANAGEMENT SOLUTIONS FOR
HEALTHCARE PROVIDER ORGANIZATIONS

Alacriti

The Evolving Demands on the Healthcare industry

America's healthcare system is in a period of massive transformation. With multiple providers vying for the same consumer, providers must not only renew their emphasis on quality care but also institute sound financial and data management practices. Healthcare systems operating in this environment are challenged by limited capital and shrinking margins. Self pay, co-insurance and deductibles are increasing, even as rating agencies scrutinize cash on-hand and affecting interest costs.

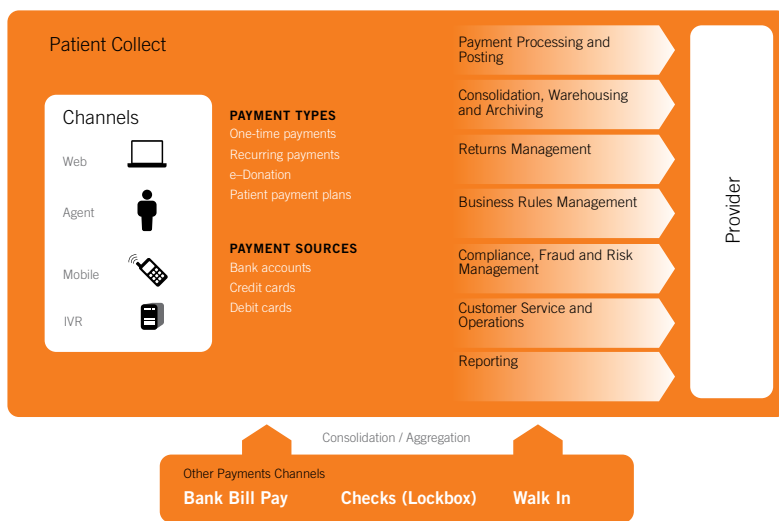


As consumers take responsibility for a larger share of each healthcare transaction (some estimates indicate 30 percent by 2012), incorporating robust bill presentment and payment solutions into the revenue cycle becomes increasingly important. Healthcare organizations need to automate their billing and payment services to reduce overhead, increase cash flow, decrease redundant expenses and maximize revenue collection. Developing a corporate action plan that includes these capabilities will help healthcare organizations meet their goals and improve their net revenue collected per patient.

The US health care payment system, which processes \$1.9 trillion a year, is ripe for transformation. The system is inefficient, consuming 15 percent or more of each dollar spent on health care, compared with about 2 percent for the payment system in retailing. Expenditures on the processing of bills, claims and payments; bad debt; and other transactions total more than \$300 billion a year. Furthermore, without new approaches to streamlining the payment system, the movement to consumer-driven health care plans will likely drive up administrative costs and further frustrate patients. If left unaddressed, excess spending may undermine the emerging consumer-centric model, which promises to rein in medical costs and help expand access to insurance coverage.

Streamline and Automate Revenue Cycle Management Using Patient Collect

Think of how valuable it would be to have a centralized system for collecting payments and updating information for your entire system, and any ancillary organizations and groups. Imagine having a cohesive payment platform that enables your customers to pay their bills online and empowers you to apply a consistent payments strategy across your organization. How much money could you save by transitioning inefficient paper-based transactions to web-based transactions?



Patient Collect provides Patient Financial Services departments with unparalleled automated bill presentment, payment and data management capabilities. It helps personnel in these departments to maximize processing efficiencies, improve cash flow at multiple revenue cycle points, provide reports at various organizational levels, and efficiently track payments.

Patient Collect provides powerful tools to consolidate, collect and process payments across multiple departments and channels—quickly and efficiently. With this revenue cycle maximizer, your customers will be able to pay their bills via the web, IVR systems, front desk or through customer service agents.

BENEFITS

- ❖ Streamlines revenue cycle management, and increase revenues with fast and accurate payment services
- ❖ Improves customer service and patient satisfaction
- ❖ Reduces outside collection costs
- ❖ Enables health systems to allow physician groups to be included either independently, or as a result of the need to bundle services

FEATURES

- ❖ Fully white-labeled, provider branded and integrated into the provider's website
- ❖ HIPAA, PCI & SAS 70 II compliant
- ❖ Enables patients to make payments using Web, IVR, agent and front desk point-of-service channels
- ❖ Supports one-time standard payments and recurring payments on patient determined dates
- ❖ Supports multiple payment sources such as bank accounts, credit and debit cards
- ❖ Enables providers to set up payment plans
- ❖ Supports flexible electronic bill presentment
- ❖ Includes comprehensive customer service capabilities such as looking up patient profiles, reviewing payment histories, and managing payments on behalf of customers
- ❖ Supports posting of payment information into a hospital's Patient Management System
- ❖ Segregates or flags accounts sent to collections departments or agencies
- ❖ Collects donations electronically through an eDonation portal
- ❖ Manages information by department and clinic for integrated medical center reporting
- ❖ Serves as a pre and post adjudication payment application

Contact us today and find out how Patient Collect will transform your organization with better service, lower operational costs and more satisfied consumers, all while delivering a fast return on your investment.

Who we are

Alacriti is a highly specialized technology company dedicated to the development of best-in-class payment-related financial solutions. We are experts in every facet of electronic payment technology, and we leverage our knowledge of the revenue cycle to serve organizations in the healthcare sector.

Through our extensive portfolio of innovative products and services, Alacriti is uniquely qualified to meet the business challenges of your organization—today and in the future. We can help you collect more of what you have worked for, while shortening payment cycles, maximizing cash flow and automating the financial processes that impact your patient systems.

How we can help

Today's healthcare organizations must confront every aspect of financial processing and payment settlement associated with the delivery of services. The new realities of high deductible insurance, rising co-pays, consumer directed coverage and health savings accounts have made cost containment and risk mitigation essential priorities for business executives and IT managers.

At Alacriti, we understand the challenges facing these organizations, from complying with regulatory changes to meeting stringent HIPAA privacy and data protection laws. We help our clients meet these demands with proven, highly scalable and customizable solutions such as Patient Collect, a web-based bill presentment and payment solution.

Alacriti has a clear and decisive mission: to help healthcare organizations improve operational efficiency and productivity while delivering significant cost savings through innovative revenue cycle solutions. This relentless focus has guided the development of Patient Collect.





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