



ReSolve™ Provider Solutions

Improving Revenue Cycle Management Processes for Healthcare Delivery Organizations

Healthcare organizations lose millions each year in net revenue due to complicated reimbursement methodologies, complex regulatory issues, increasing patient payment responsibility, and growth in self pay or uninsured patients. Reallocating resources to improve practice financial performance, however, can be daunting and requires people with a specific knowledge base in order to fix inadequate revenue cycle processes.

From point-of-service collections and payment posting to bank reconciliation, RCMS automates workflow processes while improving data integrity and reporting capabilities.

ReSolve™ Revenue Cycle Applications:

Patient Access | Correspondence Management | Follow Up & Collections | Payment Processing | Bank Reconciliation | Denial Management | Reporting & Analytics

ReSolve™ Key Revenue Cycle Management Features

- AR Management
- Data Validation
- Denial Management
- ERA Processing
- Enterprise Content Management (ECM)
- Front-Office Scanning
- HL7, XML, CSV, X12 Interfaces
- Line of Business (LOB) Integrations
- Point-of-Service Collections
- Paper to 835 Conversion
- Payer Rate Verification
- Payment Posting
- Reporting & Analytics
- Robotic Process Automaton (RPA)
- Splitting Capabilities for Business Unit Autonomy
- Treasury/Bank Reconciliation

Patient Access

Patient Access is a critical first step with implementing best practice strategies in Revenue Cycle Management. We start with automated workflows that capture referrals, orders and other pre-visit documentation, linking them to the patient record in the Electronic Medical Record (EMR) and/or Practice Management System (PMS). Staff can then schedule appointments with confidence and assist the A/R billing and collection teams for insurance reimbursement.

ReSolve™ captures additional patient information at registration (insurance cards, identification, etc.) and integrates them into the EMR – and securely stored in the document management system. We provide staff with the ability to review a patient’s outstanding balances for a department, group and/or health system – streamlining automated workflow tools to discretely collect in-person co-pays and other remaining funds to be paid. Built-in tracking and audit controls ensure accurate statement reporting on all payments received.

Correspondence Management

By capturing and routing correspondence through rules-based workflows, ReSolve™ Correspondence Management facilitates items being entered and worked faster, thereby reducing turn-times and increasing staff efficiency. We leverage Artificial Intelligence (AI) technology to automate processes, resulting in improved patient satisfaction and reduced callbacks.

The key to effective correspondence management is having a solution capable of capturing paper and electronic documentation in all formats, including scanned mail, faxes, emails and other data that is available from any other health information system. Using the latest best-of-breed tools, such as auto-indexing and auto-classification, correspondence routing becomes automated, directing documents to departmental work queues and appropriate personnel.

Follow Up & Collections

Follow Up & Collections provides a complete record of all outstanding payment and denial history. Accounts are tracked throughout the payment lifecycle, providing insight into where bottlenecks are occurring in claim generation and adjudication. Aged accounts are automatically routed to user work queues for timely follow up. By taking a proactive approach to AR management, processing delays are decreased, cash flows are increased, and overall cost to collect is reduced. For customer service representatives, account inquiries provide a powerful tracking tool for all collection activities and patient communications.

RCMS maximizes collections by capturing information from disparate systems and identifying bottlenecks at the various stages of reimbursement. Automation is achieved through seamless integration of account comments and other financial transactions within the host billing system, further promoting information sharing throughout your organization.

Payment Processing

ReSolve™ Payment Processing is at the core of our Revenue Cycle Management (RCM) solution, providing for efficient capture, management and use of patient and payment information to dramatically improve posting accuracy and exceed benchmarks. We integrate with existing patient billing systems, allowing for accurate capture and processing of patient payment information from both EDI and paper. Once complete, the system transfers payments directly to the billing system using client-defined posting rules while monitoring denials and other conditions.

While most payments today are processed using EDI, RCMS also provides the ability to capture all forms of paper-based EOB’s. Operators can also key data from a scanned image with underlying audit and batch control procedures. For higher volume paper EOB’s, we use optical character (OCR) technology and Robotics Process Automation (RPA) that eliminate manual data-entry tasks. *(continued)*

Payment Processing (continued)

Having accurate historical data is critical to optimizing payor contract negotiations. RCMS helps to ensure that your organization is receiving the best rate for services by automatically comparing reimbursements against payor contracts. With a payor rate matrix, you can systemically review all remittance data compared against configured fee schedules.

Payment Processing & Rate Verification Benefits

- Integrated process for all data sources
- Rules-based validation w/missing data lookup
- Comprehensive interface to post payments, adjustments, transfers, zero pays and comments
- Payments and all related transactions are processed from a single interface
- Image-enabled editor to resolve posting edits
- Reliable capture of all denial codes
- Timely secondary billing
- Reduce staffing costs for payment posting
- Eliminate EOB filing and retrieval
- Consistent processing rules reduces posting errors and reprocessing

Bank Reconciliation

ReSolve™ Bank Reconciliation turns payment reconciliation into an exception-centric workflow and automates any items that do not require human intervention. We provide end-to-end reconciliation from bank deposits to the payment application and into the host billing system. We start with ensuring remittances are not applied to the billing system until corresponding funds have been deposited to your bank account, and end with reporting that confirms all funds have been recorded in the billing system, including their respective General Ledger entries.

A highly configurable User Interface gives staff the ability to select their reconciliation work criteria. Complete audit controls are maintained throughout the entire reconciliation process. All data, regardless of how it is captured, is available to be automatically matched through a GUI-based reconciliation interface.

Denial Management

RCMS ReSolve™ Denial Management solutions quickly isolates medical claim denials/defects and prevent future re-occurrences. This increasing cash flow and decreasing process delays. Denied claims are automatically captured and routed to the appropriate individuals, facilitating timely and effective follow-up with 3rd party payers. Denial trends can be analyzed and traced to specific areas — from patient access and eligibility to individual physicians, departments and type of service.

ReSolve™ Denial Management reduces cost-to-collect through powerful workflow tools. We track KPIs, such as AR Days, with dynamic drill-down reporting and charting tools for status, trending, productivity and much more. The application tracks the complete cycle of denial management and generates reports to identify efforts that resulted in payment. Lag times between follow up and resolution are also documented, providing valuable information for contract re-negotiations.

ReSolve™ Denial Management Benefits

- Automated routing of delay and denial exceptions to collectors
- Normalized reporting and workflow across disparate billing systems
- Automated account follow-up activities and reduced cost to collect
- Data synchronization with host billing system(s) for adjustments, transfers, remarks and comments
- Integration with payor websites, document imaging and Electronic Medical Records (EMR)
- Reporting and data analytics for permanent revenue cycle improvements

By identifying the source of each denied claim, ReSolve™ Denial Management allows staff to correct the root cause of denials, thereby reducing the initial denial rate of future claims and providing for true process improvements.

Reporting & Data Analytics

RCMS ReSolve™ Reporting & Data Analytics unlocks the potential of your extensive data, generated as a result of revenue cycle processes and workflows. Our solutions help you to visualize and analyze real-time data with reporting tools that minimize the need for IT support. By providing reporting, drill-down data analytics, pivot charts and scorecards, managers and executives can quickly identify hidden trends, isolate problem areas and ensure that they have an up-to-the-minute view of their revenue cycle operations.

Our reporting interface includes a report builder with filters and data selection criteria that allow for customized report building. Authorized users can create or tailor their own reports without IT involvement. With a 'drag and drop' interface for creating reports, managers can dynamically see report layouts as they're created.

ReSolve™ Reporting & Data Analytics Benefits

- Automated reporting processes – eliminating separate department spreadsheets
- Drag and drop interface for dynamically visualizing reports as they're created
- Quick analysis of revenue cycle KPIs with the greatest impact
- Access to real-time, accurate data that drives more revenue opportunities
- Roll up data across the organization for organizations with multiple facilities or tax IDs
- Two-dimensional reporting includes trending and comparative analysis
- Reporting scorecards for payors, divisions, departments and users
- Cash forecasting capabilities to look at history and future cash flow
- Executive level snapshots of multiple reports in a single dashboard
- Report scheduling and distribution sharing options

RCMS Value-Added Services, Support and Systems Integration Experience

Enterprise Content Management (ECM) & Workflow Solutions

RCMS utilizes OnBase ECM and custom workflow solutions to transform static, unstructured information into a dynamic part of your business operations. With ECM, documents can be retrieved using an intuitive, easy-to-use interface. Real-time access to data and documents, integrated with other Line of Business (LOB) systems, promotes information sharing and collaboration that would otherwise be difficult and time-consuming to achieve.

Systems Management & Support: Maintaining Your Applications and Processes

RCMS provides a wide range of systems management and support services, bringing decades of technical and business office experience to your organization.

We can be a single point of contact for your RCM team to coordinate revenue cycle improvements efforts across multiple departments, IT staff, and vendor/partners. And as your organization changes and grows, so can your systems.

Systems Integration: Connecting Disparate Information Silos and Applications

Ensuring the smooth flow of claims from the Provider to the Payor, as well as funds from the Payor back to each Hospital or Practice Group, requires several different supporting organizations to receive and share information. RCMS is able to integrate deeply with each of these key solution providers, providing the highest quality and accuracy of data for complex, multi-vendor conditions.

RCMS, LLC
24600 Center Ridge Road, Suite 425-B
Westlake, OH 44145

Ph. 440-671-7750
Email: Info@rcmsllc.com
Website: <https://rcmsllc.com>