



# MedComplete Comprehensive Revenue Cycle Solutions

from Initial Billing to Final Account Resolution

Healthcare organizations often struggle with covering the full back end of revenue cycle management (RCM) services that resolve accounts and accelerate revenue efficiently and cost-effectively. MedComplete is a customizable total solution that drives efficiency and coordinates communication and results across multiple departments to provide one clear picture of account resolution, while significantly improving the patient financial experience.

For hospitals and health systems currently outsourcing RCM services to more than one vendor, MedComplete reduces costs by consolidating all solutions on one service platform and substantially lessening administrative burdens for hospital RCM leaders with a one-stop-shop solution.

## 1 Comprehensive Analysis

Full revenue cycle assessment to uncover opportunities from initial billing all the way through final account resolution while quantifying improvement.

## 2 Customized Plan

Develop a customized plan that increases revenues, minimizes costs, optimizes your return on investment (ROI), and accelerates cash flow.

## 4 Data and Reporting

Full transparency with access to real-time data online for accurate insights into claims, payments, invoices and more. Clear tracking and reporting on key performance indicators (KPIs) and service level agreements (SLAs).

## 3 Best Practice Implementation

Implement the plan across all RCM touch points, including staff training, process improvement, innovative technology and best practice standards published by the Healthcare Financial Management Association (HFMA).



# MedComplete Scope of Services



Billing & clearinghouse



Insurance A/R follow-up



Denial management



Payment posting



Patient liability resolution



Bad debt recovery



Innovative technologies



Reporting & benchmarks



Digital patient engagement

## OUR PARTNERS BENEFIT FROM:

### Dedicated Account Management Team

- Best practice recommendations
- Access to real-time data
- Online access to reports and dashboards
- Weekly KPIs / SLAs
- Monthly dashboards
- Process refinement coaching

### Operational Benefits

- Improved A/R days
- Enhanced patient financial experience
- State-of-the-art reporting
- Clean claim rate improvements for quicker insurance reimbursements
- Refined workflow processes
- Reduction in denials
- Implementation of best practices including technology and customizable tools

### Financial Benefits

- Greater recovery performance and higher ROI
- Increased cash collections
- Enhanced cash flow
- Reduction in bad debt expense
- Variable versus fixed costs – cost to collect is dependent on the money we collect, not fixed staffing costs regardless of performance

### Partnership Benefits

- A partner that shares the risk and reward regarding performance
- Contractually committed performance standards, through mutually agreed upon KPIs and SLAs
- Enhanced patient financial experience through digital patient engagement
- Fees are on a contingency basis to align incentives



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