

satisfaction  
optimiz  
guaranteed

# Optimizing Your Business Office

—from start to finish

perot**systems**®



As managing margins continues to be a significant challenge, it is more important than ever for hospitals to have the ability to create and maintain a strong cash position. The sheer volume of claims that need to be resolved—especially, the challenges associated with those that are hard to collect—has often resulted in turning over large numbers of these claims to outside collection agencies. Significant amounts of revenue may need to be written off in the process. Perot Systems provides business office services that focus on all areas of your revenue cycle, reducing the need for collection agencies and bringing more cash to your bottom line. We have the people, processes, technology, and industry-specific expertise to streamline the resolution of both your self pay and third-party accounts, leaving you free to focus on your hospital's high-dollar A/R.

Rather than turning to a collection agency with general skills or investing in the resources to hire, train, and retain experts in healthcare collections, you can tap into solutions from a seasoned staff of more than 800 Perot Systems professionals. We understand the hospital business office environment, healthcare receivables, and the inner workings of healthcare reimbursement work.

## ► **Enhance Your Business Office Operations and Improve Cash**

Backed by our cutting-edge technology and time-tested processes, Perot Systems' associates have delivered results that are two to three times more effective than most hospital business offices. We, also, typically outperform collection agencies and other recovery firms by 150 to 200%.

By joining forces with Perot Systems, the capability and strength of your business office is extended to include our Revenue Cycle Solutions (RCS) service centers, which are staffed with professionals who have years of specific experience in an impressive array of third-party and self pay reimbursement, including:

- Medicare
- Medicaid
- Managed Care
- Commercial Plans
- Blue Cross
- CHAMPUS
- Workers' Compensation

Our RCS service centers are connected safely and directly to your business office. We develop a customized interface between your facility and ours at no charge so that we can perform our services using your patient accounting system while taking full advantage of our state-of-the-art collection and follow-up systems and processes. This approach helps ensure the best possible workflow, quicker access to patient data, complete documentation of collection efforts in your patient accounting system, and 100% balancing of account data so that you can build and maintain positive relations with your patients.

Streamlined claims resolution and improved patient satisfaction are also fueled by our best-in-breed call center capabilities. Experienced staff and technology solutions are combined to minimize wait times, automate the correspondence and follow-up process, and shorten the time needed to process your claims.

In addition to the resources and advantages available from the service centers, Perot Systems also deploys seasoned professionals to work at your facility. Onsite team members from Perot Systems support the service centers and minimize your staff's time commitment by providing hands-on and timely access to your medical records, EOBs, physician documentation, remittance information, hard-copy documentation, and pre-certifications — all critical when recovering cash from third-party payers. Your onsite liaison also handles inquiries and complaints, helps drive effective and timely coordination between patient access and patient accounting, and fosters good relationships with insurers on your behalf.

## ▣ Results That Speak for themselves

Perot Systems has successfully served hospitals of all types and sizes, in projects ranging from intensive A/R backlog reduction projects and computer conversions to ongoing management of the entire revenue cycle. Our satisfied clients range from 40-bed rural hospitals to urban medical centers, large teaching hospitals, and multiple-facility systems with thousands of beds. The results we have provided for these clients include:

- More than 250 successful revenue cycle engagements in the last 5 years
- More than \$3.8 billion in A/R recovered in the last 2 years
- More than \$7.1 billion in A/R recovered in the last 5 years
- More than \$22 billion in A/R resolved in the last 5 years

Call us today at +1 888 888 3872, send an e-mail to [revenuecyclesolutions@ps.net](mailto:revenuecyclesolutions@ps.net), or visit [www.perotsystems.com/revenuecycle](http://www.perotsystems.com/revenuecycle) and put the strength and expertise of Perot Systems' people and technology to work for you.

**perotsystems®**

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