



accesshealthcare

Credit Balances can be a liability on your balance sheet and you have more important things to deal with. The last thing you want to think about are accounting errors and refunds. Bring excellence to your Revenue Cycle Management so you can focus on creating great patient experiences.

Access Healthcare's Credit Balance Services



Medical Billing
Company

Billing is the least exciting part of medical care, for both the provider and the patient. Give them one thing less to worry about knowing you are handling credit balances quickly and looking for ways to avoid them in the future.



Healthcare
System

Billing is a part of the patient experience. Make every aspect of the care you provide, down to processing refunds, as stress-free and positive as possible by building lasting relationships with patients and insurance companies.

The Right Approach.

Credit Balances are no fun. The process of collecting payment is already a major undertaking, and now you have to spend additional time and energy trying to give that money back. Leverage Access Healthcare's Credit Balance Services to quickly and easily resolve these issues.



CUSTOMER SATISFACTION

Professional and timely credit balance handling is essential to keeping a positive relationship with patients, insurance companies, and other payers. Leverage Access Healthcare's relationships and proven best practices to keep your customers happy.



CONSTANT IMPROVEMENT

Treat the symptoms and diagnose the cause. The right holistic approach allows for identification and correction of errors and gaps in process that lead to credit balance issues, essentially fixing the problem before it starts.



THE RIGHT TECHNOLOGY

Achieve unmatched transparency and oversight to gauge productivity and resolve issues. The arc.in workflow management system allows seamless collaboration between teams by providing real-time reports and status updates.



Workflow and Reporting

- Improve onshore/offshore collaboration
- Set work allocation logic and priority queues
- Ensure statistical quality control
- Enable web-based reporting, escalation

Bring excellence to your back office Revenue Cycle Management. Spend less time worrying about getting paid and more time on creating great patient experiences. Leverage Access Healthcare to relieve costly onshore labor costs across some or all of your RCM disciplines.

Visit accesshealthcare.org or call 214.223.1300

Story Spotlight

OBJECTIVE

Find and capture savings.

The customer needed to improve overall cash flow and enable easier, more simplified access to revenue. It was imperative to discover the levels of inefficiency through a comprehensive assessment and raise levels of efficiency in other areas burdening financial growth.

SOLUTION

In approximately 30 days, Access Healthcare service experts conducted a comprehensive assessment of the organization's AR footprint. A summary of the assessment concluded substantial opportunity to improve cash flow in multiple areas totalling \$10 million.

DNA

- HQ: Dallas, TX
- Delivery: India (7), Philippines (2)
- 80+ specialties served
- Nearly 100,000 providers served
- Legally compliant in 50 states
- Experienced in all hospital and physician billing platforms
- Experience with all payers
- Processing \$50B+ annually
- Certified: HIPAA, AICPA, TUV, ISO
- Associations: HFMA, AHIMA, HBMA, MGMA, RBMA, ACEP, AAHAM

Much change is afoot in managing revenue cycle. Reap predictable results with Access Healthcare. To better understand how the Best Practices Engine works for you, explore the three gears Process, Technology, and People @ accesshealthcare.org or call 214.223.1300.