



## **Manage your practice more effectively**

At Healthsoft we focus on providing customer-focused revenue cycle management services to enable healthcare organizations to develop sustainable technology solutions that improve their bottom line and increase productivity.



## Why revenue practice management?

Revenue management is a fully integrated and automated process for managing the financial transactions associated with your practice. At Healthsoft we work to improve the accuracy, availability, and usability of your key financial information by managing the flow of revenue data across all your accounting processes.

We are geared to provide you with the most accurate billing solutions outsourced with essentially no set-up costs.

Our team of experienced professionals provide

- medical billing outsourcing
- medical insurance accounts collection outsourcing
- medical paper and insurance electronic billing outsourcing
- management of old accounts receivable collections
- medical/dental coding outsourcing
- verification and authorization outsourcing

At HEALTHSOFT, we can increase your cash flow and minimize claim denials. We follow-up pending claims, initiate collections, find out reasons for denials of claims and track outstanding receivable balances.

## Why is HEALTHSOFT unique?

- We are fully HIPAA compliant
- Flexibility in using any billing software, we can use your current billing software or use ours
- We can also help you with our web-based billing software with EMR
- We provide daily, weekly and monthly reports
- We provide full financial cycle solution from demographic information gathering, insurance verification to A/R analysis
- 24/7 customer support
- 24 hours turn-around-time (6 hours in emergencies)
- Strict quality control standards
- CPC/CDT certified coders
- Complete understanding of CPT, CDT, HCPCS, ICD-9 & 10 and coding Level I, II, III

## What we do

HEALTHSOFT RCM is an innovative revenue cycle solution that creates value for your hospital organization by reducing administrative costs, increasing collection levels, and dramatically lowering percentages and amounts of aged receivables. Our experienced billing and follow-up staff will recover cash from all payer types.

Using a sophisticated and highly-structured collections process, we yield superior recovery results, particularly for managed care receivables. Most importantly, we expedite your hospital's cash flow and maintain your accounts receivable at a pre-determined, acceptable level.

Hospitals retain HEALTHSOFT RCM to act as a part of their patient accounting department, assigning us accounts at a pre-determined time frame, at any point in the revenue cycle. We also provide short- and long-term business office improvement and management services for hospitals.

## How does HEALTHSOFT make it Happen?

At Healthsoft we offer scalable solutions that cater to what your institution needs. We can take care of any specific need that you may have in your billing cycle or we can provide a billing solution for the complete cycle.

Our solutions can be customized for any type of medical facility. Some of the medical establishments that we have the expertise to support are:

- Individual physicians & physician groups
- Dental Practices
- Multi-specialty groups
- Hospitals & clinics
- Home healthcare agencies
- Long term care facilities
- Acute care facilities
- Clearing Houses

## Services we offer:

### Appointment Scheduling

With Healthsoft's Appointment Scheduling services, missed appointments can be converted to actual patient traffic. We take the load off your staff and make the reminder calls ourselves. We also ensure calls to patients who haven't fixed an appointment in a while and try to convert those calls into actual patient traffic. We confirm patient appointments 24 hours ahead so you, our client, are always in the know on the number of patient visits, cancellations and rescheduled appointments.

### Patient Demographics & Database

Details of the patient will be recorded and stored for later reference. These include Name, Address, Contact numbers, Social Security Number, Date Of Birth, Sex, Marital Status, Emergency Contact, Employer Details & Insurance Details. This information goes in to building your patient database.

### Insurance Verification

It's extremely important to understand and verify patient's eligibility and benefits before and after the treatment. Healthsoft helps you verify with the insurance company regarding any payment responsibility the patient needs to fulfill prior or post the treatment. This is done by our team of expert telecallers two days prior to the patient's appointment date.

### Treatment Plan

There can be multiple treatment plans for one patient. Healthsoft has the ability to retain deleted and/or changed treatment plan items, and identify them as deleted and/or changed. We can store explanatory notes in association with individual treatment plan items. We can sort and re-order treatment plans as needed.

### Charge Entry

Details like diagnosis, treatment, and amount claimed are identified for each claim and entered into the software

### Medical/Dental Coding

Medical documents electronically scanned at our client's office can be accessed by our offshore center only using our value platform VPNs connections. These documents are then validated by our team, split into batches, and reviewed for completeness, quality and readability. Diagnosis, Procedure Codes, and modifiers are assigned

per client guidelines. Certain codes may be modified to suit carrier requirement (e.g. certain insurance carriers require ASA code). We use the following industry coding standards:

- Diagnosis Codes (ICD-10: International Classification of Diseases)
- Procedure Codes (CPT-4: Current Procedural Terminology)
- Coding for Inpatient Services (ICD-9)
- Dental Procedure Codes (CDT: Current Dental Terminology)
- Other Procedure Codes (HCPCS: Healthcare Procedure Coding System)

### Claims Submission

After the patient's visit to the medical facility, Healthsoft submits electronic claims to the payer using a clearing house.

### Account Receivables and follow up

Our AR Analysts run insurance reports, identify claims and slot them based on due time, on which our follow-up team acts, resulting in the clients getting paid more and much faster. The analysts keep a very close watch on the aging reports and cash posting in the payment buckets. Wherever a clarification or additional documentation is required, the information is compiled and sent to the client.

### Payment/Cash Posting

Healthsoft ensures rapid and accurate entry of all claims and demographics entered into the client's billing system. We post insurance payments into the patient accounts from EOBs into the billing agencies' existing software package.

### Denials Management

Our expert claims management team works diligently to help you re-submit your denied claims processed, analyzed, corrected, and updated.

### EOB Follow up

With substantial experience in the US healthcare industry, we analyze explanations of benefits and claims, and take the necessary actions to recover the due amount.

### About Healthsoft

Healthsoft is an IT solutions provider dedicated to simplifying healthcare. We create solutions to help healthcare providers work faster, smarter and better by building custom process-driven solutions to give our customers a strong IT backbone. Technologies that adapt to your operations and not the other way around.



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