

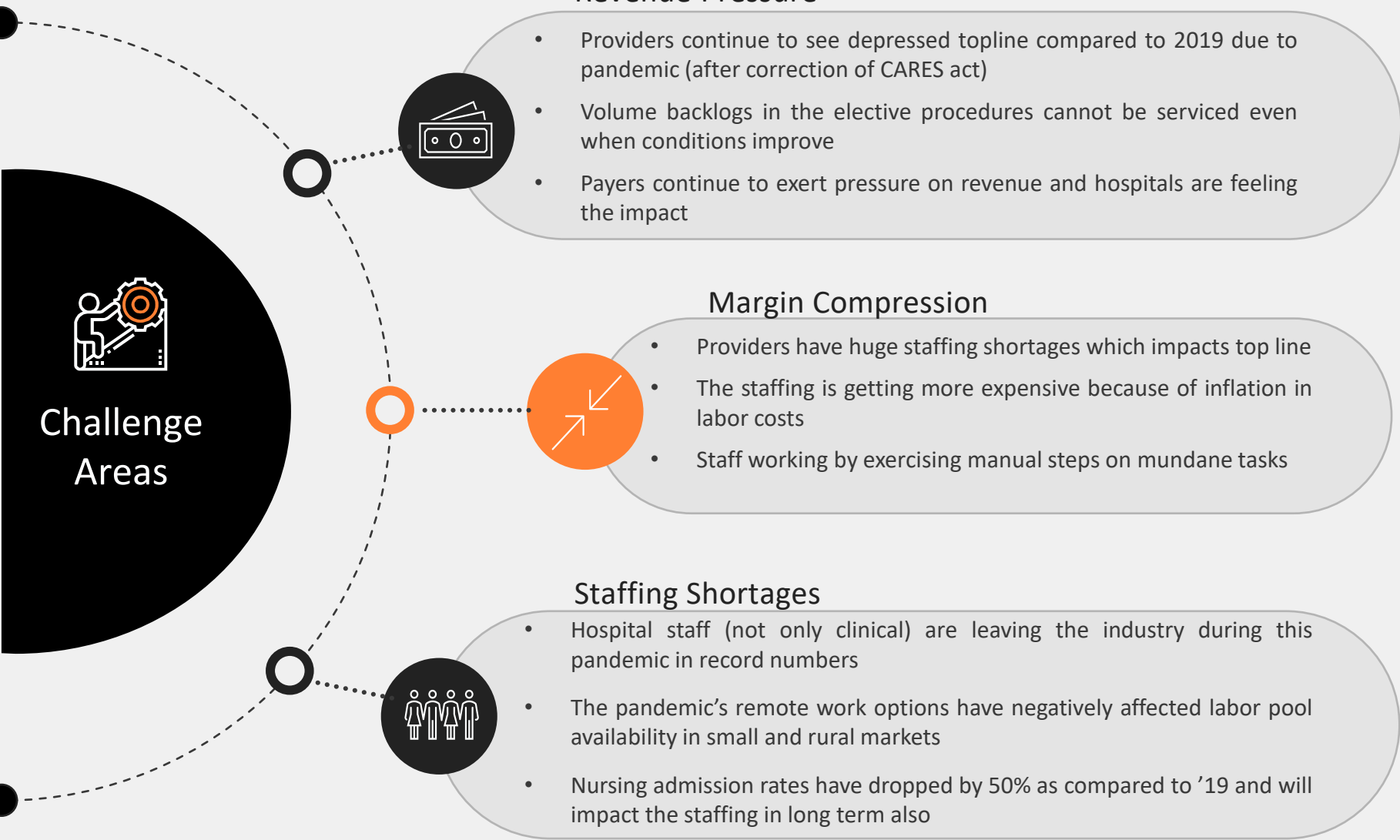


# The Post-Pandemic world: Using Automation to better connect to your patients TODAY!



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# Current Industry Landscape and Challenges:



Adjusted **Discharges went down 5.6%** in '21 vs '19, while ED Visits **went down 8%** and OR Minutes **went down 3%.\***



Total **labor expenses went up by 14.8%** in Dec'21 compared to Oct'19 (prior to the COVID-19 pandemic.)\*



**22%** of hospitals faced **staffing shortages**

*Hospitals need creative options (including **digital and remote options**) to solve for the above challenges.*

# What Proactive Providers are Doing

## Care Delivery Models

- Provider are embracing new care delivery models such as tele medicine, remote patient monitoring, digital portals & platforms, quicker transitions to home health and recovery etc.



## Digital Technologies

- Hospitals are responding by using digital and AI technologies which can act as force multipliers that counter act the effect of staffing shortages.
- Propensity-to-deny analytics
- Digital tools can enable patients to access communications from hospitals and respond at a convenient time and through easily accessible channels.
- Task-based workflow and RPA capabilities. Tackling old problems with new technology.



## Reduce Costs

- Looking for opportunities to reduce costs across the value chain especially in revenue cycle and administrative expense management.
- Staff working 'below their pay grade' by exercising manual steps on mundane tasks that could be automated.
- These opportunities are closely associated with technological and digital adoption. For instance, digital analytical tools can help identify claims that could deny even before they are first transmitted, so they can be corrected early in the life-cycle.
- Digital workflow technologies reduce the cost of outreach and improve responses

## Remote Labor Pools

- Hospitals are also looking at new remote labor pools to manage revenue cycle and backend administrative tasks at lower costs.
- The Pandemic has demonstrated that this work can be done irrespective of the location from which the staff login, across time zones and geographies



# How the Healthcare Industry is Stepping-Up to the New Challenges

## Digital Technologies

Services and technology provided via the cloud makes it easier for providers to deploy services/upgrades with fewer IT/Rev Cycle Manpower needs.



## Remote Work Pools

Blending US and Offshore workforce augments staffing shortages for providers



## Improve Patient Experience

The many digital tools available enable patients to complete registration / eligibility / payment steps PreService. 2021 proved **75% of the patients using digital solutions, engage between 6 PM and 9 AM.**



## Accelerate Collections/Reduce Registration Time

By engaging patients Digitally Pre-Service to accelerate and secure payments, Medicaid enrollment, document submission or financial assistance as well as needed consent forms.



## Process Optimization

There have been significant developments in analytical process mining tools. They identify root causes of reimbursement issues.



## Improving Process Accuracy

The use of digital & automation tools improve the speed and quality of transactions, such as insurance discovery, propensity to pay and prior authorizations.



Digital Toolset

Hospitals are adopting  
Digital Patient  
Engagement Technology

# WHY?

## Why should you Embrace Digitization / AI / Robotics?



### Why

Payers not cooperating or a challenging payer mix.

Greater complexities in the revenue cycle (billing delays and denials).

Keeping up with technology demands.

Shortages in staff and executive turnover

Process Improvement / Re-engineering through Process Mining, root-cause analysis and simulated process designs.

Redesign existing processes to leverage Robotics / Automations

Machine Learning to automate decision-making steps within processes, creating ability to scale without linear investments in staffing and training.

Analytics and visualization to understand evolving process outcomes that can inform other levers



### Outcomes

Decrease in Cost to Collect and increase Net Revenues

Increase in Days Cash on Hand

Decrease in Net Days in AR

Minimize aged AR

Enhanced Cash Flows

Optimize talent/experience of FTEs to full capabilities

Improved efficiency and productivity

Enhanced patient outreach to improve patient satisfaction

# Areas to add Automation – Engage Digitization

## Front Office

## Middle Office

## Back Office

PATIENT ACCESS	MEDICAL BILLING	CLAIMS MANAGEMENT	AR MANAGEMENT
Patient Registration	Clinical Documentation Improvement	Claims Submission (including status inquiry)	Patient Collections (Self-Pay)
Patient Eligibility and Enrollment Services	Medical Coding and Audit/Compliance	Patient Billing via Digital	Payer Payments (including Follow-ups)
Eligibility and Benefits Verification	Charge Capture and Audit/Compliance	Payment Posting and Reconciliation	Recovery and Bad Debt
Prior Authorization	Claims Scrubbing	Denials, Appeals and Resolutions	Credit Balance
Patient Pay Estimation/Patient Payments PreService			
Patient Scheduling and Reminders for Visit Adherence			
Provider Enrollment			



# Solutions that Focus on Delivering the Outcomes that Matter the Most to Healthcare Providers



## Business Outcome Focus

- Operating model designed to **track and improve** business outcomes
- Comprehensive set of proprietary platforms to **improve performance**



## Faster Speed To Value

- **Digital** approach to expedite interventions and deployment for faster efficiency gains and outcomes realization



## Customer Centricity

- **Reimagine processes** to deliver Human Centric approach by keeping Patients and Providers at the center
- Digital Solutions to **improve patient engagement** by offering choice and convenience in today's world



## Significant Cost Optimization

- Combination of **global delivery, digital transformation and continuous process improvement** to deliver substantial benefits



## Flexible Pricing

- Solution designed to include **contingency & results-based fees or Flat-fees** based on client needs

*Improve customer topline*

*Focus on upfront collections*

*Digital Engagement Tools*

*Clean Claim Rate Improvement*

*Aligning to Revenue Cycle success*



# Cutting-edge Analytics and Automation

## Patient Registration & Verification

- Automated Eligibility Verification
- Prior Auth Verification
- Propensity of Collection

## Charge Capture & Coding

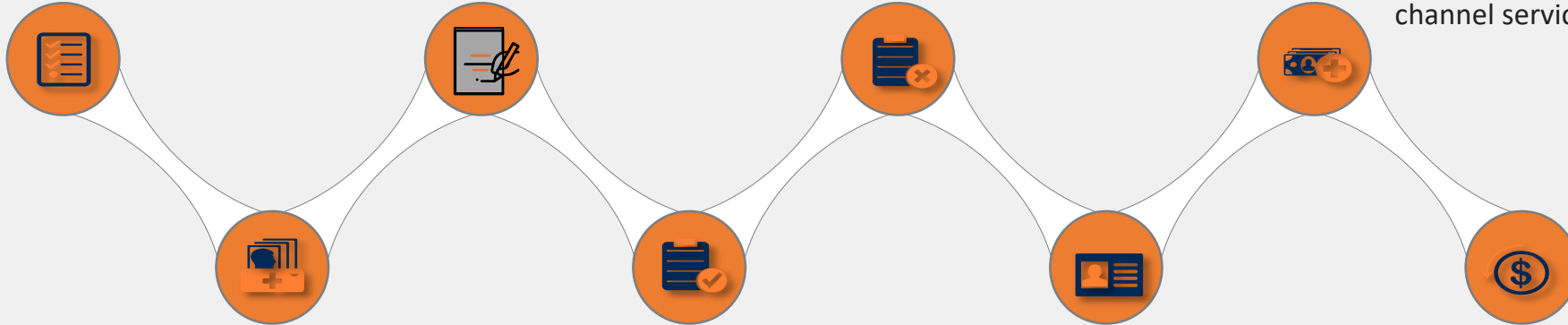
- AI Based Review and Coding
- Automated Claims Generation
- Coding Denials Analytics

## Payment Posting and Denials

- Automated Payment Posting
- Predictive Classification of Payments

## AR Follow-up

- Automated Follow-up and Processing
- Automated Appeal Process
- Denials and AR Management Analytics
- Propensity of Collection Analysis
- Visual-IVR, Conversation AI and multi-channel services



## POS Collection & Estimation

- Automated Charge Entry
- Real-time Cost Estimation and Digital Collection

## Claims Submission & Processing

- Automated Claims Status Updates
- Automation Claims Submission
- Presumptive Denial Analytics
- Payer / Service Industry Denial Results

## Patient Billing

- Automated Patient Billing
- Automated No Surprise Act Compliance

## Revenue Reconciliation

- Predictive Analytical and Automated Reconciliation
- Automated Underpayment Analysis Review



# What to Expect (1/2)

## Digital Patient Engagement

- Patients transitioned their capabilities before and through the pandemic.
- The public has slingshot through to **utilizing Smart Phones** for many activities normally done in person or via telephone calls.
- Typical outreach calls are unanswered, mail isn't opened/activated upon, but **text messaging** has leap-frogged all other methods of engagement.
- 75% of patients engaging for healthcare activities (clinical/financial) are doing it **after regular Business Office Hours.**

## Artificial Intelligence

- AI Artificial Intelligence – adds not only SOP but also **reduces timing waste** and dramatically reduces loss of revenue

## Self-Service

- Self Service – Patients are taking charge of their appointments, re-scheduling, insurance verification and payments via **digital engagement** at volumes never seen previously.

## What to Expect (2/2)

### Robotic Process Automation

- **RPA was the fastest-growing technology enhancement in 2019 and 2020.**
- Engage these capabilities around your current processes to enhance the outcome and **exercise your staffing acumen** where they can accelerate vs. manual steps.
- **Deploy task-based steps** into automations.

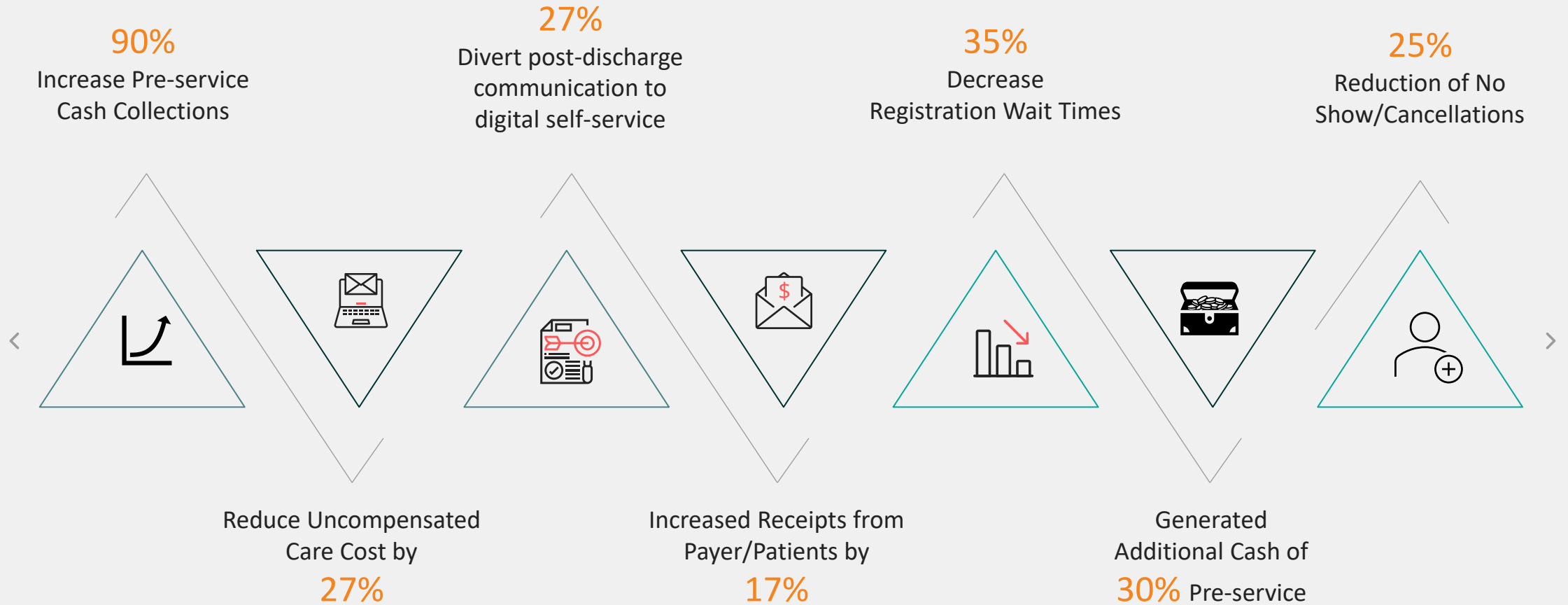
### System Integration

- Systems Integration – ALL HIS and their current version **operate differently.**
- Adhere to the investments you have but optimize through automations that aren't currently resident in host system.

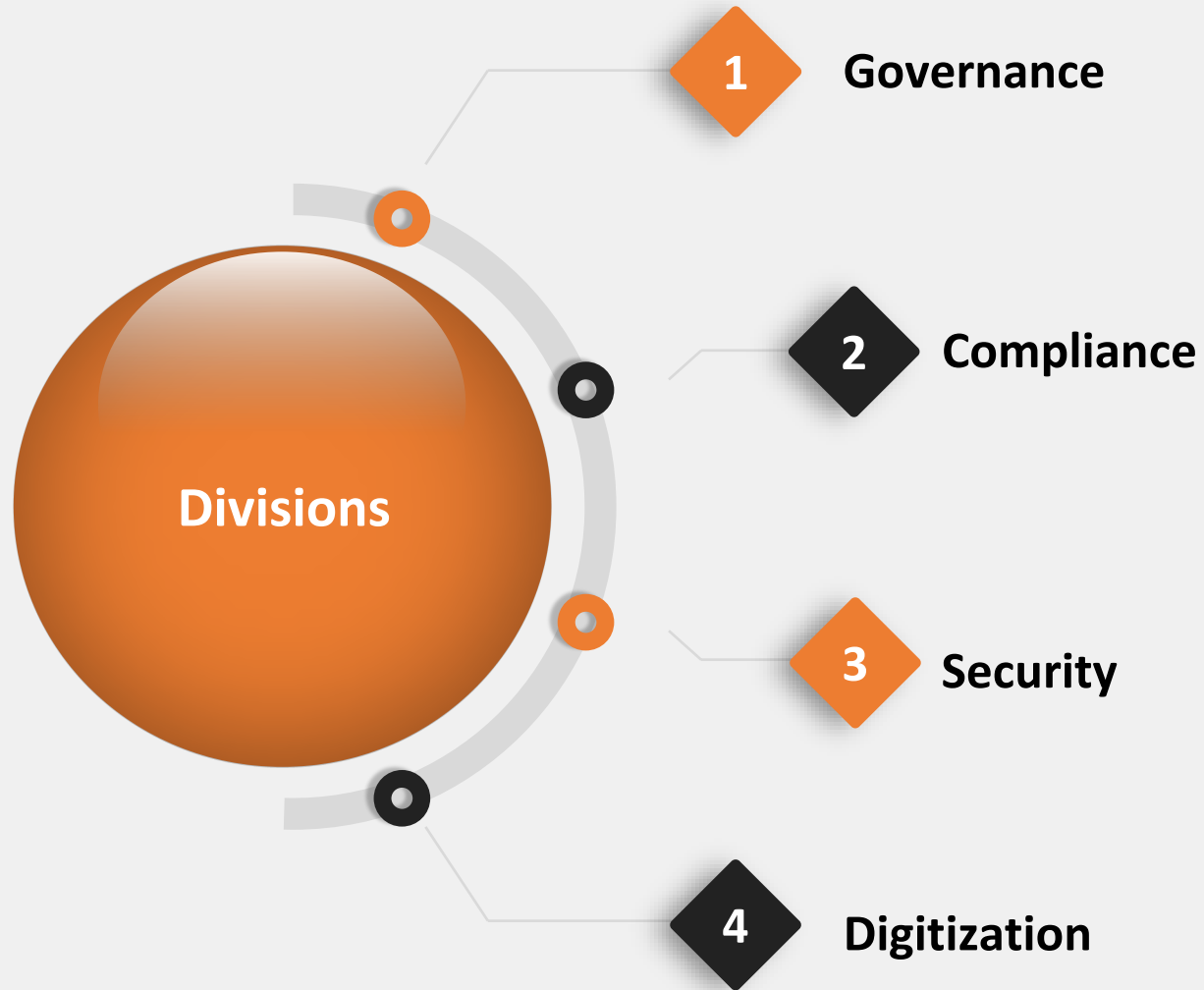
### Cloud-based Technology

- Cloud-based Technology offers secure, compliance supported deployment as well as updates in an easier to install, manage and deploy environment ensuring **security of your data.**

# Anticipated Outcomes from Digitization/Automations



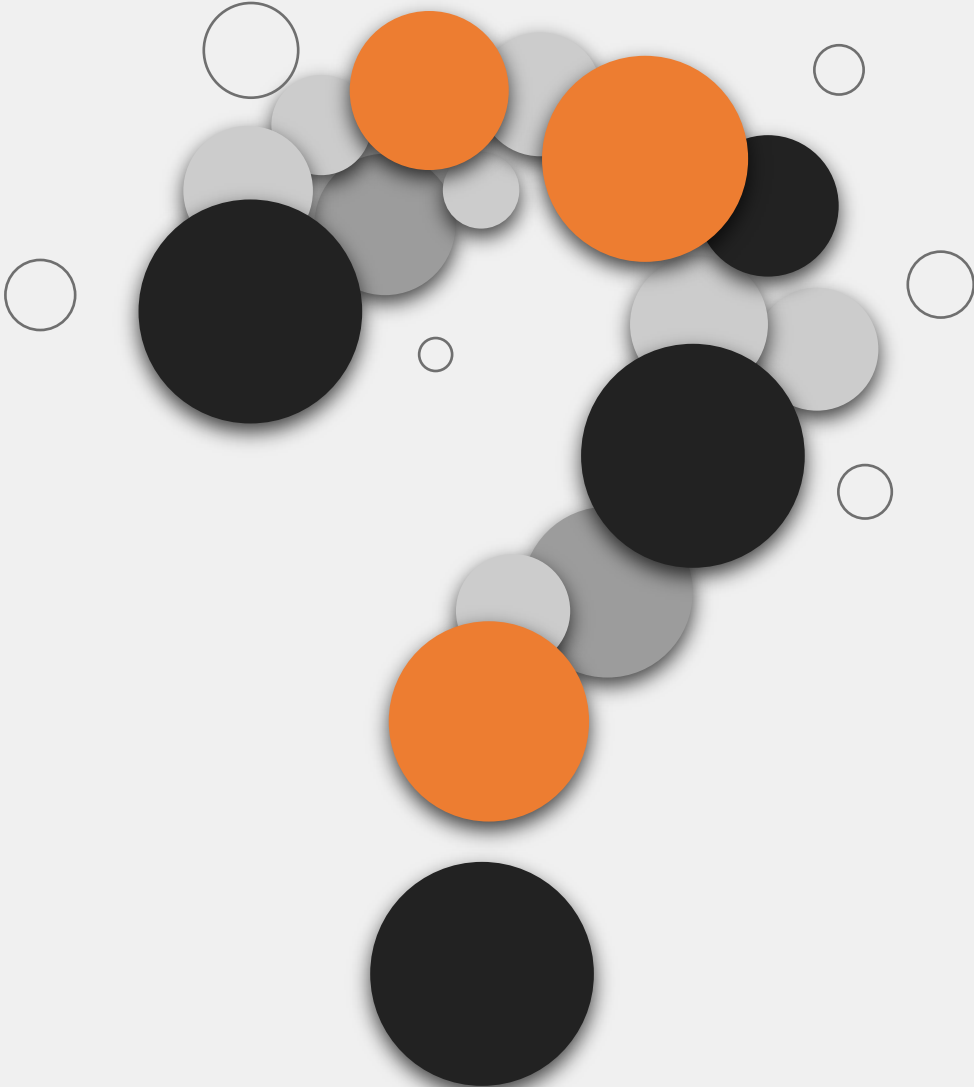
# Divisions to Engage



**Start Planning**

**NOW!!!!**

# Questions or Comments



## Helping customers *stay ahead* of the curve through transformational technologies and capabilities

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Our 'Digital First, Digital Now' approach helps organizations reinvent operations and reimagine business models, enabling them to deliver moments that matter and build competitive advantage.

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