

**RAPID CARE**



**Rapid Care  
Revenue Services**

**Service, Care, Associate**

**SYSTEMATIC PROCESSES LEAD TO BETTER  
COLLECTIONS**

**Guide that assists you to streamline your revenue cycle  
and improve patient collections**

**Copyright © 2017 All Rights Reserved**



# Systematic Processes Lead to Better Collections

---

Assistance to streamline your revenue cycle and improve patient collections

---

Financial well-being is key in any medical practice –responsibility is required from not just back-office but each and every participant of revenue cycle of the practice.

You can stave off cash flow concerns by ensuring that responsibility is shared all over the organization while partly relieving the same from the practice through partnering with a reliable revenue cycle management (RCM) service provider.

This guide helps you discover how each area related to an organization, in tandem with a reliable RCM partner, chips in to the bottom line of your practice.

## Front office

---

Assuring that front office staff collect demographic data before scheduling patient appointments, you can move toward better payment collection. With rise in health plans having high deductibles, financial responsibility of patients has increased more than they would wish for. This necessitates pre-visit capturing of such information integral to payment collections.

The front desk also takes responsibility of registration data, appointment reminders, and educating patients about treatment cost. Assisting patients proactively to be obligated for appointments helps reduce no-shows considerably and subsequently enables the practice to earn more revenue. Informing patients about their insurance cover aids them to understand what they are liable for, thus facilitating smooth collection.

Effective RCM partners keep educating the staff as priority; they ensure to be equipped with the best practices that assure profitability of your organization.

## Rapid Care Revenue Services Consists of the following:

1. Optimized data capture through flexible templates
2. RCT offers ease of use and adheres to documentation needs of payers
3. Assurance of billing highest clinically suitable level for all visits, through E & M coding tools

It is essential that your RCM partner trains staff in the best practices toward collection and furnish monthly report which lets you monitor your financial well-being.

## Services Offered by Rapid Care

1. Error management, daily billing, and delinquent claim review
2. Posting of payment within 2 days of remittance receipts
3. User-specific patient A/R processes including collection letters, statements, and call center for handling patient calls

## Clearinghouse

---

Clearinghouse provides interface for managing claims. Rapid Care works along with third-party clearinghouses, enables its RCM team to track claims and understand their status across the way to payers. So there is no need for searching status updates and there's no delay.



## Clinicians

---

In the attempt to improve well-being, financials are sometimes neglected in care provision. However, with rising costs and declining reimbursements as seen in the present health care scenario, clinicians have to be watchful of how their processes influence financials of the practice.

With ICD-10, clinicians must see that coding doesn't cost the organization its revenue by assessing details of care provided by them.

Reliable RCM partners must be capable of suggesting different and applicable codes upon identifying that a physician has been undercharging for his services.

## Patients

---

With high deductible health plans becoming the order of the day, patients need to be made aware of their increased payment responsibility and assisted to complete their payment on time. This can be achieved by:

1. Collecting patient contact and insurance information prior to appointment by email or mail
2. Insurance eligibility verification and identification of existing patient A/R, if any, prior to visit
3. Collection of copays or any other balances during check-in
4. Providing multiple methods for payment including debit or credit card, check, or cash
5. Offering payment options that are flexible, like payment plans
6. Devising a proactive, routine plan for outstanding balance collection

Rapid Care services include Transcription and EMR Population, Revenue Cycle Management, Medical Billing, Medical Coding, Medical Record Review (preparation of Chronologies/Summaries), Knowledge Process Outsourced projects, and Remote Video Surveillance.

We also provide effective IT Solutions in Software Development, Mobile Application Development, Web Services, Health IT Development, and Graphics Design!

## Contact us



EMAIL

[daniel@rapidcare.net](mailto:daniel@rapidcare.net)



PHONE

**888-671-7868**