NTT DATA

Unlock Revenue Potential and Drive Cash Flow

Revenue Cycle Management by NTT DATA

Benefits:

- Increased cash flow
- Improved patient satisfaction
- Timely reimbursement
- Real-time dashboard views of productivity and performance
- Robust, automated, scalable revenue cycle process
- Improved data integrity and efficiency

Ensure long-term success with comprehensive cash flow optimization solutions

Increased efficiencies, streamlined workflow and enhanced business processes are key to unlocking the potential in your revenue cycle and increasing cash flow. An optimized revenue cycle provides the resources needed to care for patients, while positioning your practice for the future. Strong cash performance also provides a sustainable funding mechanism for crucial capital projects, new technology and clinical enhancements that drive patient care.

Customized revenue cycle solutions from NTT DATA Services can help enhance the financial performance of nearly any practice. From front-end process improvements to claims submission and collections, we provide the expertise you need to ensure revenue cycle processes run efficiently. The results are improved patient satisfaction, timely reimbursement and accounts receivable (AR) and optimal cash flow.

Transformational solutions for patient access

Patient access is about more than just scheduling and registration. Accurate data capture during this phase of the patient encounter is vital to ensuring timely and precise reimbursement, along with high levels of patient satisfaction. We can help your practice provide patients with reliable, consistent service and improve the accuracy of data capture on the front end through robust and scalable practice access solutions, including:

| Scheduling | Registration and patient self-service kiosks | Eligibility | Insurance verification |

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Billing and collections

Precisely collecting every dollar owed to your practice is the goal of an efficiently run revenue cycle. However, sustainability in cash flow over the long term is the ultimate goal. Utilizing the latest in revenue cycle technology and best practices, we work with you to customize solutions that take advantage of scalability with our onsite and offsite staff through our global network of service centers. As your business partner, our objective is to help optimize value while achieving long-term benefits.

Extended business office

Dealing with an ever-increasing claims volume is challenging enough, but managing difficult-to-collect claims creates an even more challenging environment. As the backlog grows, more claims are eventually turned over to collection agencies, delaying reimbursement and reducing margins. Streamlining the resolution of self-pay and third-party accounts is essential to curb a growing backlog of aging claims.

That's where NTT DATA can help with our extended business office (EBO) solution. Fueled by state-of-the-art technology, industry-leading call center capabilities and processes designed to automate claims follow-up, the EBO can shorten the time needed to adjudicate claims and accelerate cash flow. Our EBO options offer the flexibility of customized projects or fully managed services to address either a portion or all back-office functions. You can choose the customized service level that works best for the financial performance of your practice.

Medical coding

Coding is the cornerstone to accurate reimbursement for your practice. Inaccurate or delays in coding can negatively impact reimbursement, lead to denied claims, result in incorrect clinical documentation and cause reporting issues. Because we understand that successful financial performance is driven by the detail provided in clinical documentation, we have designed our medical coding solutions to align with both financial and clinical processes. We collaborate with you to design coding services that match the processes and workflow of your practice. Our team of skilled coders has deep industry expertise and specialty specific experience.
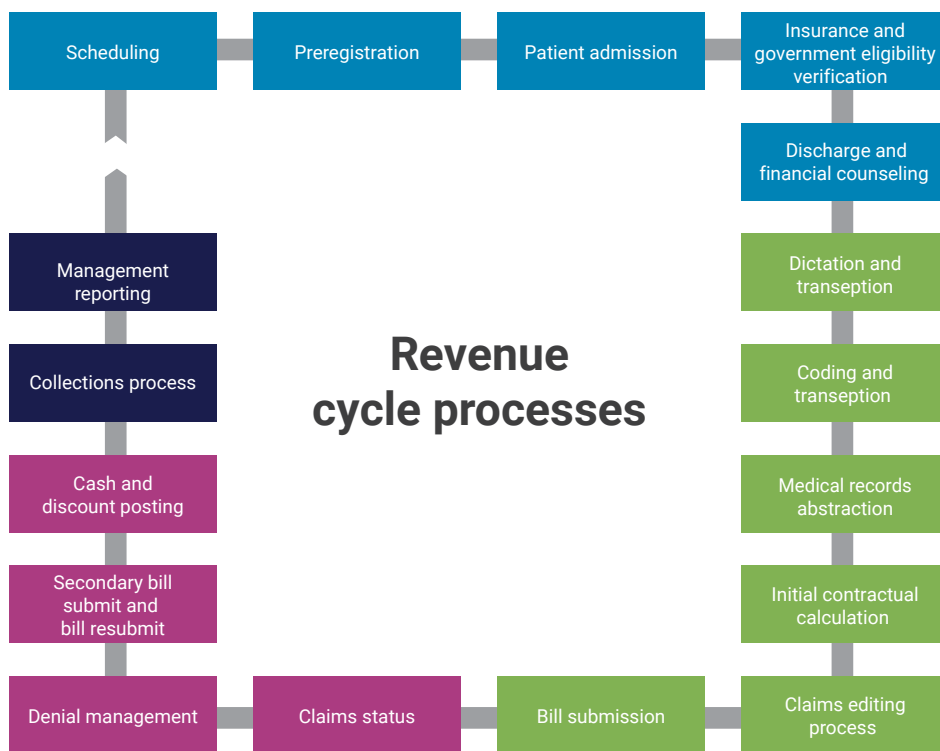
Drive financial improvement through technology

Technology can transform the revenue cycle into a highly automated, efficient process. As a driving force behind the revenue cycle, technology produces efficiencies that improve the bottom line. We have more than 20 years of revenue cycle experience, delivering cost effective technology that improves the competitive position of your practice.

Our proprietary Nucleus Intelligent Enterprise Platform powers digital transformation, data analytics and best-of-breed solutions. This enables:

- Workflow and account followup throughout all stages of the revenue cycle
- Maximized electronic claims processing capabilities for first time clean submission and reduced denials
- Automated remittance advice management
- Document management
- Portal technology
- Real-time dashboard views for productivity and performance

Getting started is easy. We offer solutions that require no capital outlay and include flexible payment structures such as performance-based fees.

Revenue cycle processes

- Scheduling
- Preregistration
- Patient admission
- Insurance and government eligibility verification
- Discharge and financial counseling
- Dictation and transeption
- Coding and transeption
- Medical records abstraction
- Initial contractual calculation
- Claims editing process
- Bill submission
- Claims status
- Denial management
- Secondary bill submit and bill resubmit
- Cash and discount posting
- Collections process
- Management reporting

The revenue cycle — optimize cashflow and clinical processes