



## Revenue Cycle Management Solutions

With the private health insurance industry handling over a trillion dollars a year in billings, the ever-present challenges of accurate processing and timely payment receipts can provide reliable revenue streams for healthcare providers. Quality accounts receivable (A/R) management solutions are critical drivers to the financial success of healthcare organizations.

This is precisely the time to engage with a partner who brings a deep understanding of the revenue cycle. GeBBS Healthcare Solutions provides tailored A/R management solutions that cut through the complexity with expertise, operational excellence, and a sophisticated approach. We deliver solutions specific to the client's need in working with a client's host system using its tools. We build efficient workflow processes with higher output through the use of a hybrid of automated and manual solutions.

### **This diverse portfolio includes the following:**





## Extended Business Office

GeBBS offers comprehensive extended business office solutions, including charge capture and payment processing along with claims management, which take the worry out of the process by improving your efficiency and collections while reducing costs. With improved first-pass rate, a 97% accuracy level, and guaranteed turnaround times, you can focus on growing your business and keeping your customers happy. This is accomplished with a combination of advanced technology resources along with qualified and knowledgeable billing professionals.

## Accounts Receivable (A/R) Management

GeBBS provides scalable access to a large pool of resources experienced in multiple Practice Management Systems to increasing your collections ratio. Our sophisticated A/R workflow tool, iAR™, seamlessly performs skill-based routing. It also generates customized intelligent reports that help quickly identify and resolve unpaid accounts. Our skilled staff is trained to identify patient accounts that require follow-up and take the necessary action to collect unpaid/underpaid claims. In addition, the GeBBS A/R team can see your denied claims are recovered.

## Insurance Follow-Up

GeBBS provides a standards-based rules engine through its iAR tool and qualified staff to ensure smart work allocation and a high degree of insurance follow-up. Maintaining a 97%+ touch ratio, we insure all claims are worked within filing limits. The results include positive ROI on hospital small dollar A/R and clearinghouse rejections being resolved within 48 hours.

## Denial Management

Patient volumes are on the rise with the newly insured, with high-deductible plans putting added pressure on revenue cycle operations and their drive to collect. GeBBS provides access to a large pool of qualified, scalable resources that work in any Practice Management System and understand how to quickly and correctly analyze account history, appeal denied claims, and get timely turnaround to recover on and close out A/R.

## Credit Balance Resolution

GeBBS has built strong working relationships with our clients to consistently meet their needs as credit balance backlogs are prioritized and processed. Incorrect adjustments, erroneous credits, and misuse of debit codes makes this credit balance task quite challenging, requiring precision, attention to detail, and a focus on operational excellence. All GeBBS analysts are diligent and well trained to ensure outstanding credit balances are accurately resolved in an expeditious manner.