

# Delivering a Seamless and Satisfied Patient Experience





#### Did you know?

- Inpatient coding errors is the primary reason for hospital complex claim denials.
- 61% of initial denials are owing to a technical/demographic error. <sup>1</sup>

## With the Evolution of Healthcare Consumerism, a 5-star Patient Experience Is Imperative!

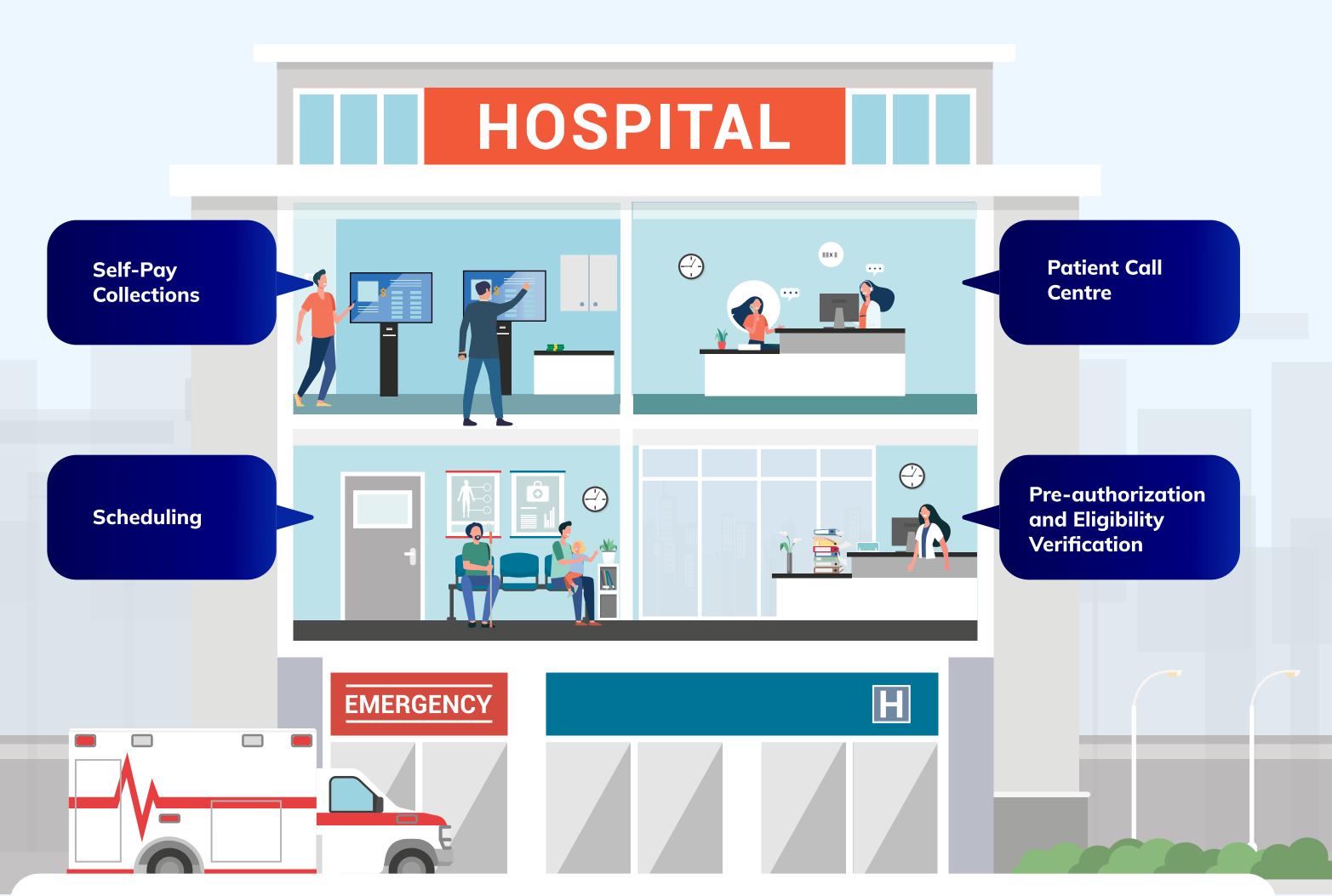


43% of millennials anticipate switching providers in the near future, and more than 60% of patients do their research before choosing or changing providers. <sup>2</sup>



Providers have been experiencing a high number of no-shows and late cancellations.

### GeBBS Can Help You Guarantee a Stellar Patient Experience



# Comprehensive Patient Contact Solutions by GeBBS

- Real-time status of authorization requests by payers
- U.S. registered nurses for authorization verification and thorough peer review process
- Flex-staffing to manage peak call volumes
- Staffing analysis using Erlang-C mode
- Track scheduled patient visits, visits history, late cancellations, and no-shows in one comprehensive resource, our Scheduling Dashboard.
- Digital messaging campaigns (text and dialer)
- Access to multiple payment modes such as web, phone, credit card, and e-checks

### The GeBBS Advantage







