

# 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
- ✓ Bilingual Capabilities
- ✓ 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



**37%**

**Lower Bad Debt Ratio for Existing Clients**



**90%**

**Calls Answered Within 20 Seconds**



**Under 2%**

**Call Abandonment Rate**



**40%**

**Average Cost Savings per Call**

<sup>1</sup> [www.hcpro.com/HIM-326079-5707/News-Inpatient-coding-errors-top-reason-for-hospital-complex-claim-denials.html](http://www.hcpro.com/HIM-326079-5707/News-Inpatient-coding-errors-top-reason-for-hospital-complex-claim-denials.html)

<sup>2</sup> [www.beckershospitalreview.com/finance/4-ways-healthcare-organizations-can-reduce-claim-denials.html?oly\\_enc\\_id=7943H5816112F2L](http://www.beckershospitalreview.com/finance/4-ways-healthcare-organizations-can-reduce-claim-denials.html?oly_enc_id=7943H5816112F2L)