



## Eligibility solutions - from start to finish

Reduce uncompensated care and bad debt and successfully manage your eligibility process.

Successfully managing margins is a significant challenge for hospitals and health systems in a volatile reimbursement environment marked by the rising number of uninsured and underinsured patients seeking care. The competition for limited federal, state, and community-based benefits, as well as the allocation of charity care funds, can overwhelm a hospital's collections process and staff, directly affecting the bottom line. Reducing uncompensated care and bad debt expense, while serving a growing self pay population, requires effective eligibility process management.

Dell Services' provides customized eligibility solutions that focus on converting self pay accounts to third-party coverage, mitigating bad debt exposure, diminishing charity care liability, and reducing uncompensated care to significantly improve incremental cash collection and management of your entire revenue cycle.

Our revenue cycle professionals have comprehensive knowledge of healthcare revenue cycle management and can successfully navigate complex government eligibility and reimbursement processes. Backed by Dell Services' disciplined methodologies and cutting-edge technology, our associates work onsite and offsite with your staff to accurately identify patient accounts eligible for conversion, ensure timely reimbursement through patient education and advocacy, and increase cash collection.

By integrating Dell Services' Eligibility Solutions, your revenue cycle is strengthened by our deep industry expertise, extensive knowledge of government benefits programs and charity care management, and commitment to accountability. Our revenue cycle management professionals can provide solutions that address the full spectrum of reimbursement, including:

- Medicaid Application Assistance for uninsured and underinsured patients

- Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI)
- Federal Reimbursement of Emergency Health Services to Undocumented Aliens (Section 1011)
- Community-based Benefit Programs from Local and State Sources
- Charity Care Management

Working one-on-one with your patients, our revenue cycle management professionals compassionately manage each eligible account as we guide patients and their families through benefits application and conversion to third-party payment. Our approach ensures that your patients receive individualized, informative account management to preserve patient dignity and improve satisfaction throughout the eligibility process. The result of these efforts is a measurable improvement in approval rates and reimbursement, while your patients receive valuable education and advocacy.

Dell Services' can also introduce custom system interface and reports, tailored to your specific requirements, to ensure complete documentation within your patient accounting system and an in-depth analysis of your revenue cycle and eligibility process performance. These customized reports and the interface work together to improve accountability and transparency, while providing actionable data to drive process improvements.

In addition to the resources and services available through the integration of Dell Services' Eligibility Solutions into your patient financial services, our revenue cycle professionals can facilitate onsite training of your staff to ensure seamless knowledge transfer. Your business office staff will learn our proven methodologies and current government reimbursement policies to address compliance and end-to-end account management. This training reinforces our industry-proven methodologies that streamline workflow and increase conversion rates.

## Results that speak for themselves

Our associates have assisted thousands of patients and their families secure government benefits faster and at no cost to them, enabling our hospital clients to realize measurable and sustainable results. By teaming with Dell Services' to manage your eligibility process, improvements can include:

- Bad debt reduction
- Incremental cash collection
- Administrative and staffing cost reduction
- Mitigated charity care liability
- Improved patient satisfaction
- Consistent patient education and advocacy throughout the eligibility and reimbursement process

Within the past three years, Dell Services' has converted nearly 20,000 patients from self pay to Medicaid reimbursement, helping to recover more than \$40 million on behalf of our client facilities..

For more information about any of our service offerings, please contact your Dell representative or visit [dell.com/services](http://dell.com/services).

## About Dell Services Revenue Cycle Solutions

Dell Services' is a trusted provider of comprehensive revenue cycle solutions to more than 620 leading hospitals in 50 states. Our revenue cycle solutions include onsite project work for intensive A/R recovery, extended business office and health information management solutions, and full revenue cycle outsourcing.

Our satisfied clients include everything from 40-bed rural hospitals to urban medical centers, large teaching hospitals, and multi facility systems with thousands of licensed beds. With a dedicated team of more than 2,800 revenue cycle professionals, we have recovered more than \$7.1 billion and resolved more than \$22 billion in A/R in the last five years

## Our company at a glance

- More than 22,000 associates around the globe
- 8,000+ healthcare associates
- 2,800+ associates dedicated to revenue cycle management
- 4,000+ technology and application specialists
- 100s of clinicians and consultants focused on clinical transformation

