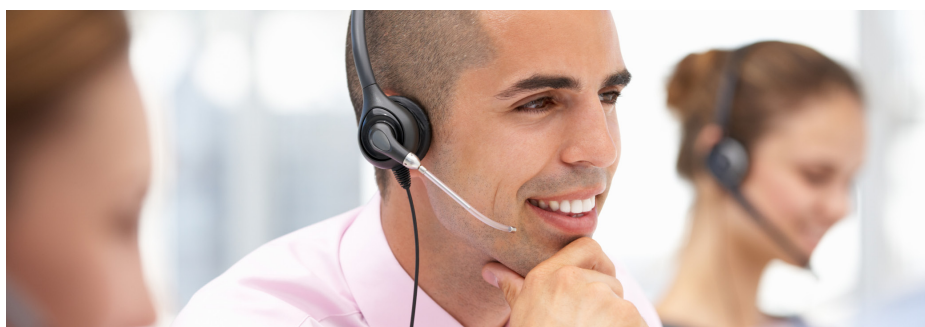# Making the complex simple

Experience and scope of services designed for your success

Complex and cumbersome workflows, availability of qualified resources, and changing landscapes are increasing operating costs for Physician Billing companies. In such a complicated environment, attaining appropriate reimbursements for services performed is a critical challenge for any billing company. Finding ways to streamline and maximize workflow to lower operating costs is vital.

With vast experience implementing a range of business solutions designed to improve healthcare accounts receivables, Dell Services has been the revenue cycle solutions vendor of choice for Physician Billing companies.

Our solutions provide flexibility and performance

Dell uses a proven business approach that combines the synergies of people, process, and technology. We can offer either fully integrated managed services or focused functional solutions depending on your needs. Our existing set of business process management tools mean that managing our processes is not only easier but scalable:

- Minimal upfront capital investment for enabling technologies
- Flexible and utility based pricing based on customer business needs
- Improved internal controls and healthcare compliance capabilities and support services
- Transaction processing best practices and optimization tools

How we work — Dell Business Process Management Systems (DBPMS)

Dell Services believes in providing you the highest levels of process transparency and is committed to developing and providing its clients with collaborative tools and resources to track, monitor and manage work at the offshore location. Our proprietary workflow engine, DBPMS, effectively services the information needs of our clients by providing real-time, dynamic reports and form- based collaborative tools through its client extranet.

Services

Dell Services pioneered the end-to-end offshore Physician Billing services for the third-party medical billers. We offer a full array of services that support business strategies and enable improvement for third party medical billers, including:

- Coverage & Eligibility Verification
- Coding
- Charge Entry
- Payment Posting
- Denial/Rejection Analysis
- Payer A/R Follow-up
- Credit Balance/Refund Processing

Making the complex simple

Knowledge management tool

The billing industry is evolving constantly. There are changes and information updates issued by different bodies that are required to process a claim and often on short notice. It is imperative that billing companies capture and catalog this knowledge for easy reference, and apply it correctly to Physician Billing processes. Our proprietary tool for knowledge management, caters to these challenges. It provides easy "click and pick" access to complex insurance, state, and individual client rules – helping reduce the occurrence of errors.

How we deliver

Our Project Management and Process Migration Approach is proven. By utilizing our expertise in managing people, process, and technology, our process migration approach is methodical in how we replicate your business processes offshore.

Dell is committed to the implementation of best of breed processes and controls around information security and healthcare regulatory compliances. This has led to the establishment of a rigorous Quality Management System (QMS) that takes an integrated view into the management of quality, internal controls, and information security that exceeds industry-specific regulatory and compliance guidelines.

Why we're different

With our advanced workflow automation, tracking and reporting systems, Dell has the highest level of automation in offshore Physician Billing services. We work with several third party Physician Billing companies in every state. In addition, we have a fully developed and mature compliance and training program delivered by international faculty.

Dell is recognized as a premier offshore Physician Billing service provider who works closely with our clients – understanding their requirements and designing customized service delivery frameworks. From the beginning to end stages, we manage your business processes which give you more time to focus on growing your business.

Dell services is commitment to Information security, Quality management and Regulatory compliance

Dell Services is committed to conducting its business in a professional and ethical manner and in accordance with all applicable regulations. As a provider of back office solutions, we are required to be in compliance with guidelines prescribed by various industry-specific regulations.

Our focus on implementing the best-of-the-breed processes and controls around information security, compliance to regulatory requirements has led to the establishment of rigorous quality management systems that take an integrated view into quality, internal controls, information security and exceeding industry-specific regulatory guidelines.

Further, the integrated approach has helped us bring all controls and information security practices under the Quality Management System of ISO 9001: 2008 (Upgraded from ISO 9001: 2000 to the new standard of ISO 9001: 2008), providing a framework for periodic monitoring and measurement of the effectiveness of these processes. Certification such as ISO 27001:2005 (BS7799 Part2:2002), ISO9001: 2008 (Upgraded from ISO 9001: 2000 to the new standard of ISO 9001: 2008) and under SAS70 Type II report covering an enterprise-wide assessment have helped us create an efficient and effective organization and protect our clients and us from potential fraud and error apart from securing information assets.

About Dell Services

As the world's largest IT Services provider in the healthcare market, Dell Services has delivered business process and information technology solutions that improve health services. As a trusted provider of revenue cycle solutions, we deliver proven results to more than 650 provider organizations.

For more information about any of our service offerings, please visit dell.com/services or contact bpo@dell.com

Common Tools, Audit and Governance Frameworks

Quality Management Systems ISO 9001:2008	Information Security ISO 27002:2005	Compliance and Internal Controls SAS70 Type II Sarbanes - OxleyKey

Key Benefits

Reduction of management time spent in managing these processes

Metrics-driven management of compliance, internal controls, and information security processes

Improvement and innovation visibility

Easier governance and better control