



Services

Revenue Cycle Solutions

Improving the Business of Healthcare with Breakthrough Solutions that Increase Cash Flow

Optimize revenue cycle performance

Cash left on the table as uncollectible could impact the progress of capital projects and, quite possibly, your ability to deliver outstanding patient care. Diligent oversight of the revenue cycle is critical to maintaining a positive cash flow.

Maximize collection efficiency

Our team of revenue cycle professionals delivers proven process solutions that help provide an influx of cash through customized programs that maximize, and can even accelerate, cash collections on your A/R, all while reducing operating costs.

Your Revenue Cycle Never Stops – Neither Do We

As a trusted revenue cycle provider to hundreds of health systems and organizations, Dell Services understands that the revenue cycle never takes a break. With the combined expertise of a talented team of professionals, an understanding of processes, in-depth knowledge of the latest healthcare technology, and a global network of service centers, our Revenue Cycle Solutions never miss a beat. Whether the need is a short-term customized project, a long-term revenue cycle transformation, or a cost-reduction strategy, we offer the solutions you want to achieve the results you need – 24 hours a day.

Patient Access Transformation

Patient Access is usually the first point of contact a patient has with a hospital – and with the revenue cycle. It's also the most important, and not just for the patient. Data collected during this process can dramatically impact accuracy and payment turnaround in the latter stages of the revenue cycle. Data collected during the admission and registration process that is full of issues with integrity and accuracy can dramatically increase rework with denied claims. This can adversely affect cash flow, and create inefficiencies that lower patient satisfaction through a perception of poor customer service.

Dell Services can help healthcare providers transform their Patient Access functions from simply admitting and registering patients to achieving high-value customer service and capturing all relevant information from the patient. Our Patient Access Transformation solutions include:

- Government Eligibility Services
- Process Reengineering and Consulting
- Best Practice Documentation and Implementation
- Training
- Interim Management
- Patient Access Assessment

Revenue Cycle Transformation

Our long-term Revenue Cycle Transformation engagements typically increase net cash for our customers in significant ways. These improvements can add millions of dollars annually to the bottom line. By bringing in best processes and best practices, we can also help deliver measurable reductions in the costs associated with your revenue cycle operations.

The Result is a High-yield, Efficiently Run Revenue Cycle from End-to-end.

By working with Dell Services, you can harness an experienced team of highly-skilled revenue cycle specialists. Our network of service centers takes advantage of scale, automation, and proven processes which means that your revenue cycle operations gain performance efficiencies to maximize cash flow. In addition, our globally located resources can work around the clock so your revenue cycle operations never sleep.

Revenue Cycle Projects

Collecting billions of dollars for our customers, we are an industry pioneer in providing short-term onsite cash recovery projects. Whether your challenges are Day 1, Day 150, the entire A/R, a specific financial class, or a system conversion, our customers have experienced a rapid increase in cash with our customized project solutions:

Onsite Cash Recovery Projects are intensive programs that increase cash flow in the shortest possible time. We work onsite with your team to resolve aged A/R to generate cash quickly.

Computer Conversion Solutions have a proven track record of successfully managing receivables during a system migration or upgrade. We work onsite with you to maintain a steady cash flow during the conversion project, which also provides your team with a fresh start in working receivables in the new system.

Interim Staffing Solutions provide assistance where there are revenue cycle management gaps. Our revenue cycle professionals possess deep industry knowledge and will be onsite as long as you need them providing management and oversight in any area of your revenue cycle.

Extended Business Office Programs

Our award-winning Extended Business Office (EBO) solutions set this service line apart from similar industry solutions and have driven financial results for hundreds of healthcare providers across the country. Hard-to-collect receivables from self-pay and third-party accounts create a weak link in your revenue cycle. Dell Services can help you strengthen that link by supplying deeply experienced resources that help generate cash from difficult-to-collect accounts to achieve the results you expect. Using short-term and long-term solutions through our Extended Business Office (EBO), our team focuses on all areas of your billing and collections cycle. The result is extra cash for your facility.

We achieve success by providing onsite and offsite resources to your business office. For added peace-of-mind, our staff and network of service centers are securely connected to your facility ensuring the safety of your patient and billing data remain protected.

Proven Performance and Sustainable Results

We can begin any project rapidly to create cash flow quickly. The net cash collection rate we provide to our customers is second to none. With a consistently high rate of resolution on receivables, our results speak for themselves. We also leave you with lasting business process improvements by offering best practices to identify and help resolve policy, procedure, and system factors that can delay payments. In addition, our professional and streamlined processes help create more positive and effective payer/patient relations.

Health Information Management (HIM)

Dell Services is not only uniquely positioned to help hospitals augment revenue cycle processes, we also specialize in enhancing HIM workflow and improving clinical data integrity. We offer a talented team of experienced and credentialed former clinicians, hospital administrators, and Health Information Management (HIM) professionals with a deep understanding of healthcare, compliance, and regulatory issues. Our HIM specialists address every aspect of operations and planning activities, including:

- Coding / Remote Coding
- HIM Sourcing
- Charge Description Master (CDM) Review, Updates, and Revision
- Master Patient Index (MPI) Clean-up
- Charge Capture Audits to find lost revenue
- Interim Management
- Operational Assessment and Improvement
- Strategic Electronic Medical Record (EMR) Plans
- Discharged Not Final Billed (DNFB) Reduction Solutions
- Transcription Assessment and Management
- Recovery Audit Contractor (RAC) / Medicare Integrity Contractor (MIC) Preparation
- Case Mix Analysis
- Claims Denial Review
- Resolution of NCCI Edits and OP Medical Necessity Edits

EBO Solution Ranked #1 in KLAS Revenue Cycle Services Study

In the November 2009 KLAS report, "Revenue Cycle Services: From the Extended Business Office to Transformational Services," our company is ranked #1 in the category of Extended Business Office.

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Note: Award was earned by Perot Systems, which is now part of Dell Services.

Results-Oriented Approach

As a trusted provider of revenue cycle solutions, we deliver proven results to many provider organizations. Whatever the condition of your organization's revenue cycle, we provide many benefits, including:

- Access to state-of-the-art revenue cycle technology for enhanced performance
- Long-term relationships that provide cost predictability, risk sharing, and unmatched results
- Higher returns on investment resulting from one of the highest recovery rates in the industry
- Measurable and sustainable improvements using key revenue cycle performance indicators
- Customized solutions that combine onsite and offsite staff to ensure quick resolution and maximum cash recovery
- Proven computer conversion projects
- Utilization of best practice processes and metrics for lasting improvements in revenue cycle performance

Start with a Revenue Cycle Performance Review

Understanding the full scope of opportunities you have within your revenue cycle is key to determining the level of service you need. To get started, Dell Services can start an in-depth analysis of all facets of your revenue cycle. Our Revenue Cycle Performance Review has helped numerous healthcare facilities analyze areas of opportunity for improvement followed by a detailed plan showing how to implement changes to reduce costs and increase cash flow. With our strong levels of end-to-end experience, if your need is to evaluate only one phase of the revenue cycle, we can help isolate and provide a detailed analysis of that target segment. Or, we can analyze the entire revenue cycle work stream and offer suggestions, management approaches, and process enhancements for improving overall performance.

For more information about any of our service offerings, please contact your Dell representative or visit dell.com/services.