

# AR Management Services

## Improve the Revenue Cycle and Your Patient Experience

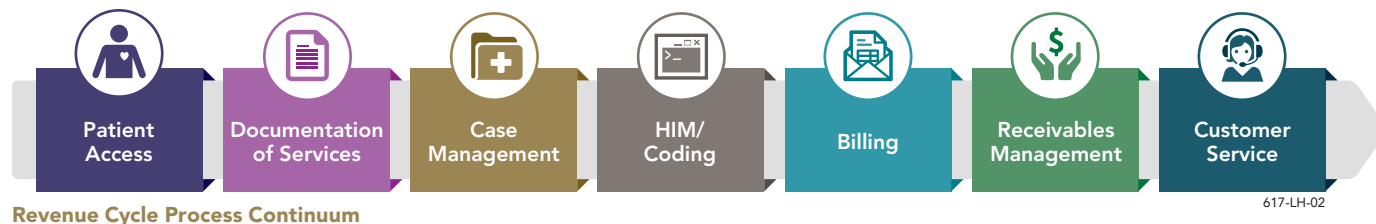
As healthcare organizations engage in more complicated payment models, optimizing collections and other fundamental revenue cycle processes is critical to maintaining strong financial performance. Challenges such as staffing limitations, system conversions, and increasing volumes of revenue that must be collected directly from high deductible health plan (HDHP) patients instead of payers, are negatively impacting operating margins and cash flow.

Leidos Health provides a holistic approach to revenue cycle management, and can help organizations across the process continuum meet their financial goals.

However, our experience shows that focusing on Accounts Receivables (AR) Management is one of the most effective ways to rapidly drive financial improvement.

### AR MANAGEMENT SERVICES TO HELP YOU:

- ▶ Improve margin
- ▶ Increase cash collections
- ▶ Decrease AR days
- ▶ Reduce bad debt
- ▶ Improve patient experience



## COMPREHENSIVE SERVICES TO MEET YOUR NEEDS

Leidos Health offers a range of AR Management services to help you achieve your revenue cycle goals:



### Patient Balance Management

Staff and technology to handle your self-pay and balance after insurance receivables.



### Third Party Receivables Recovery

Experts who specialize in insurance resolution to help avoid filing and appeal deadlines.



### AR Conversion Programs

Proven strategies to maintain the highest level of cash flow during system conversion.

## IMPROVE PERFORMANCE AND PATIENT SATISFACTION

Our combination of experienced people, proven processes, and cutting-edge technology provides outstanding results for our clients and their patients. Our services provide:

### Holistic Approach to Drive Sustainable Improvement

- ▶ We analyze your AR trends and provide recommendations to reduce AR issues in the future
- ▶ We review the revenue cycle to identify additional opportunities for improvement

### Exceptional Customer Service to Enhance the Patient Experience

- ▶ We provide a dedicated Engagement Manager for each client to enhance communication and ensure client satisfaction
- ▶ Our 100% U.S. based collection specialists are highly experienced and trained to help make payments easier for your patients
- ▶ We work as an extension of your team and are committed to representing your brand in a professional manner
- ▶ We have a defined and transparent quality assurance program

### Proven Methodologies to Increase Efficiency and Speed to Value

- ▶ We provide daily reconciliation of all financial transactions and activities
- ▶ We use a proprietary analysis technology to rapidly process and prioritize accounts
- ▶ We have developed best practices for implementation processes and seamless patient accounting system integrations

## FOR MORE INFORMATION

877.652.4099 / [contact.us@leidoshealth.com](mailto:contact.us@leidoshealth.com)

[health.leidos.com](http://health.leidos.com)

## PROVEN RESULTS

**\$136M** collected from over 3,000 assigned accounts, which was 107% of net assignment at a children's hospital

**23%** lift in patient cash achieved within 60 days at a not-for-profit health system

**50%** lift in patient cash achieved and sustained at a not-for-profit health system

