



# Revenue Cycle Management

A service from Merge partner, Etransmedia

The regulatory and financial pressures facing healthcare providers, facilities, and payors require timely and accurate claim handling

Given declines in reimbursements and increasing documentation requirements, many healthcare organizations are facing reduced revenues and longer cash flow cycles. For some organizations, outsourcing billing can streamline and simplify the process and allow clinicians to focus on what matters most to them – patient care.

#### We Can Help

Merge Healthcare partner, Etransmedia provides comprehensive revenue cycle management services. With highly skilled resources, cutting-edge technology, and innovative processes, Etransmedia can help organizations achieve greater levels of reimbursement at reduced costs.

**MERGE**

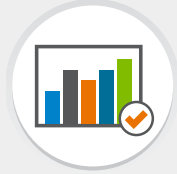
*innovative imaging™*

# Etransmedia

manages millions of claims and billions in account receivables in over 25 specialties.  
With Revenue Cycle Management you can...



Reduce in-house billing expenses, including software and personnel



Obtain a payment realization rate 20-25% higher than industry standards



Achieve faster cash flow by leveraging experienced billers and coders



Maintain complete and secure visibility to claims and patient accounts



Ensure compliance with the latest billing and coding developments

## Solution Details

Etransmedia offers customized solutions to support the needs of different types of clients, with the goal for every client being to lower costs and improve results.

Performance levels from Etransmedia include:

- Dedicated Account Manager and/or RCM Team
- Assistance with complete and accurate data capture for charges and patient/insurance information
- Optional coding review or full service coding integrated with Revenue Cycle Management workflow
- Daily submission of claims upon receipt of all information
- Continuous AR follow up on unpaid insurance balances
- Monthly report package
- Assistance transferring unpaid patient balances to third-party collection agencies
- Billing specialists work with Merge Financials or can integrate with third-party PM/AR/collections modules

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877.446.3743 x3 · [merge.com](http://merge.com)

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Feature/Service	ETM	Client
<b>Systems Solution</b>		
Platform in Data Center to Support Practice Management System (PM)	✓	
Project Management	✓	✓
Hosting and Support of PM Platform	✓	
<b>Help Desk</b>		
Help Desk L1/L2 Application Support of PM & Electronic Clearinghouse	✓	
Help Desk - Hosted Platform Support, Basic Application Support, Security, etc.	✓	
<b>Account Management</b>		
Client Relationship Manager - Overall & Escalation	✓	
Account Manager - RCM	✓	
Implementation Project Staff	✓	
<b>Front Office</b>		
Appointment Scheduling		✓
Pre-Registration		✓
Eligibility Verification		✓
Post Insurance Information to Patient Accounts from Batch Process		✓
Authorizations and Referrals		✓
Time of Service Collections and Posting		✓
Demographic Gathering and Entry		✓
Charge Entry	✓	✓
Front Office System Training	✓	✓
Maximizing Front Office operations with technology	✓	
Front Office Management		✓
<b>Back Office</b>		
One-time and on-going Training	✓	✓
All master file maintenance	✓	✓
Post Electronic and Manual Insurance Payments	✓	
Post Patient Payments	✓	
Post Adjustments	✓	
Bill Primary and Secondary Claims	✓	
Work Billing Edits	✓	✓
Claims Submission & Management	✓	
A/R Follow-Up with the Payers via Web and Phone	✓	
Initiate Calls to Payers (as needed) to Resolve Claims	✓	
Review Accounts for Bad Debt		✓

Review Credit Balances (Patient)		✓
Request Refund Payments (Patient)	✓	✓
Process Payment Corrections	✓	
Process Return Mail	✓	✓
Real-time A/R Issues Resolution	✓	✓
Banking Reconciliation		✓
Transparent Access to all Revenue Cycle Management Activity	✓	✓
Monthly Standard Reports With Quarterly Client Meeting and Review	✓	✓
<b>Patient Statement (optional)</b>		
Cyclical Statements to Guarantors and Patients	✓	
Generate e-Statement or Printed Statement	✓	
Take Incoming Patient Statement Inquiries	✓	
Initiate Calls to Patients (as needed) to Gain Accurate Insurance Information		✓
<b>Transformation Services (optional)</b>		
Business Interview with Client: Validate the Client's Goals and Specific Needs	✓	✓
Financial Reporting Review	✓	✓
Master File Review	✓	✓
Process & Module Review	✓	
Strategy Development Optimize Front and Back Office Workflows	✓	✓
Identify Improvement Areas Metrics and Corrective Action Plan	✓	✓
Execute on Task in Accordance with Timeline in Corrective Action Plan	✓	✓
Post visit progress evaluation (6 weeks post go live)	✓	✓
<b>Scanning and Documentation Imaging (optional)</b>		
Scanning and Imaging of Front Office Documents		✓
Scanning and Imaging of Documents	✓	
Indexing of Scanned Documents	✓	

**\*\*Please Note:** Results are not guaranteed, implicitly or explicitly, and will vary based on several factors such as individual practice demographics, specialty, payer mix, operations, and management among others.

Etransmedia is not responsible for:

Inaccurate or incomplete data provided by practice, obtaining referrals, authorizations, number of visits conditions imposed by individual plans, providing medical records as required by individual patient plan/procedures, denials or non-payments by carriers, coding errors or unlawful use of billing codes, any loss of revenues for any reason whatsoever due to non-payment by Insurance carriers, patients, or, other payers.

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