

Comprehensive revenue cycle outsourcing

End-to-end solutions for your patients and your bottom line



Outsourcing Solutions

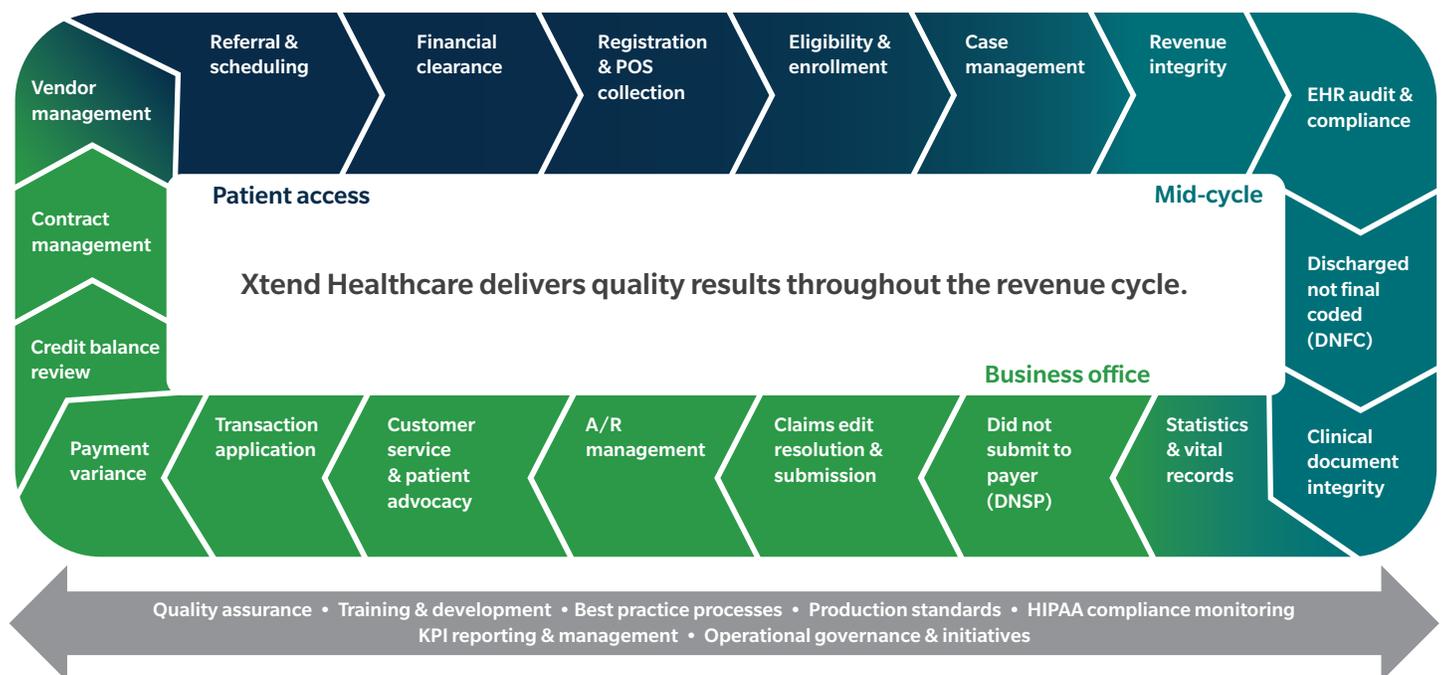
Facing internal and external pressures, many US health systems are struggling to stabilize their revenue cycle and achieve long-term financial health. If the following challenges seem familiar, it may be time to explore outsourcing part or all of your revenue cycle — for the good of your system and those you serve.

| Challenges we hear about from health systems | Xtend Healthcare delivers significant, sustainable revenue cycle results |
|---|---|
| <ul style="list-style-type: none"> • “We consistently lose revenue and fail to meet our revenue cycle goals.” • “We don’t have the talent, tools, or expertise to meet today’s business office demands.” • “Our processes are broken, and it shows in our patient satisfaction metrics.” • “We struggle to allocate our resources properly.” • “I’m concerned we are failing to meet compliance requirements.” | <ul style="list-style-type: none"> • Improved metrics, including up to 15% more cash • Reductions in bad debt, A/R days, and ongoing receivable losses • 3–5% annual savings in operational costs • Predictable costs and financial performance • Improved patient experience and satisfaction • Compliance peace of mind |

Our industry-leading revenue cycle solutions enable your organization to focus on what it does best: provide quality patient care and experiences. Our end-to-end expertise, scale, technologies, and methodologies can help your system achieve its clinical and financial goals. The demands on today’s revenue cycle have never been greater, so there has never been a better time to explore outsourced solutions.

End-to-end solutions for today and tomorrow

Selecting an outsourcing partner is a big decision. As regulatory changes, political influence, and economic concerns continue to shape healthcare, you need a partner that can help you meet both your current needs and your future challenges.



Customized solutions

Unlike other providers, we do not offer “cookie cutter,” one-size-fits-all solutions. Before your engagement with us begins, we will complete a thorough due diligence assessment of your entire revenue cycle (e.g., financial and operational performance, technologies, vendors, staff). Using our findings, we will propose a customized solution that maximizes ROI, maintains or reduces costs, and includes built-in SLAs that give you control over your business.

If you need individual point solutions, we can offer you just those components of our end-to-end capabilities. Together, we will partner to develop a comprehensive, realistic plan to improve your revenue cycle performance.

Retaining and developing staff

Under our RCO solution, we assume full responsibility of all revenue cycle functions of in-scope departments. Often, in-scope staff become Xtend Healthcare employees on day one. As part of Navient — a 6,000-person, enterprise with a \$2 billion market capitalization — we offer a robust benefit platform that attracts, retains, and develops top performers.

Partnering with an industry leader

Our scale, expertise, and client service focus will show through in every presentation you deliver to your CEO and Board of Directors and in every interaction we have with your patients.

- We provide access to **1,300+ revenue cycle experts**, through on- and offshore options.
- We bring more than **three decades** of experience.
- We recovered **\$7.5 billion in A/R** during the past five years, resolving **\$26.5 billion** for our customers.
- We bring comprehensive **expertise across the entire revenue cycle**.
- Our **state-of-the-art, technology-driven service center — powered by our proprietary workflow and process management system (Prism)** — optimizes productivity, constantly monitors KPIs, and enhances billing and follow-up workflows.

Case in point

Since our RCO engagement with Memorial Hospital and Manor in Bainbridge, GA began, we have:

- Set new highs for **monthly cash collections**.
- Reduced DNFB and DNFC balances by more than **20%**.
- Eliminated **billing backlogs**.
- Overhauled **billing work queues**.

“Given the strong back office results that Xtend Healthcare initially achieved for us, it was an easy decision to expand our partnership. Now that they are applying their staff, expertise, and technology throughout our revenue cycle, we are enjoying a healthy, steady improvement in our cash flow that’s helping us meet our commitments to our patients, staff, and community.”

— Jim M. Lambert, Chief Executive Officer,
Memorial Hospital and Manor



Ready to explore outsourcing solutions, for the good of your bottom line and those you serve? **Let's talk.**
xtendhealthcare.net