

ELIGIBILITY & PRE-SERVICE FINANCIAL CLEARANCE

Provide a more informative and engaging check-in and billing experience

Solution description

Skyrocketing deductibles have permanently altered the patient mindset. Today's patients are more aware of their options and want to know their anticipated out-of-pocket expenses as well as the value they're getting in return for their healthcare dollars. Providing a top-quality healthcare experience and upholding patient satisfaction and loyalty require that you implement a smooth intake process and a patient-centric approach to billing.

What this solution enables

With NextGen® Pre-Service Solutions, powered by Availity you're able to:

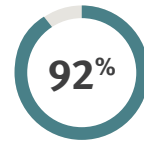
- Create the optimal billing and payment experience for your patients
- Give your staff real-time access to data, including insurance eligibility, estimated costs, prior authorizations, address verification, and payment status
- Provide patient cost estimation prior to service
- Create customized scripting for your staff
- Improve your registration and check-in process
- Strengthen upfront collections, thereby increasing the likelihood of receiving payment for your services

Solution snapshot

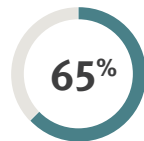


What does this mean for your practice?

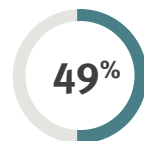
A more efficient approach to pre-service registration, billing, and patient collections, supported by improved technology, will enable your practice to meet consumer demands.



of patients want to know their payment responsibilities up-front.¹



of patients would consider switching providers in return for a better healthcare billing and payment experience.²



of healthcare providers do not know how much to collect from a patient at the time of treatment.³

Better starts here.

Contact us at 855-510-6398 or results@nextgen.com.

NextGen Prioritization Matrix

Use this matrix to help you prioritize solutions that support your practice success.

| | Capability | Cost | Revenue | Quality | Effort | Impact | Priority |
|----------------------|---|------|---------|---------|--------|--------|----------|
| Clinical Care | Adaptive Workflows & Specialty Content | ★★★ | ★★★★★ | ★★★ | High | ★★★★★ | |
| | Mobile Dictation & Virtual Scribe | ★★ | ★★★★★ | ★★★ | Low | ★★★★★ | |
| | Compliance | ★★ | ★★★ | ★★★★★ | Medium | ★★ | |
| | Care Team Collaboration | ★★★★ | ★★★ | ★★★★★ | Low | ★★ | |
| Financial Management | Eligibility & Pre-Service Financial Clearance | ★★ | ★★★★★ | ★★★ | Medium | ★★★★★ | |
| | Rules-Based Charge Creation | ★★★ | ★★★★★ | ★★★ | Medium | ★★★★★ | |
| | Clean Claims & AR Management | ★★★ | ★★★ | ★★ | Medium | ★★★★★ | |
| | Contract Audit & Recovery | ★★ | ★★★★★ | ★★ | Low | ★★★★★ | |
| Patient Engagement | Patient Portal with Online Scheduling | ★★★ | ★★★ | ★★★ | Medium | ★★★★★ | |
| | Virtual Visits | ★★★ | ★★ | ★★ | Low | ★★★ | |
| | Secure Messaging | ★★ | ★★ | ★★ | Low | ★★ | |
| | Personalized Outreach | ★★ | ★★★ | ★★★★★ | Medium | ★★★★★ | |
| Population Health | Population Health Analytics | ★★★ | ★★★★★ | ★★★★★ | Medium | ★★★★★ | |
| | Risk Stratification & Gaps in Care | ★★★ | ★★★★★ | ★★★★★ | Medium | ★★★★★ | |
| | Care Coordination | ★★★ | ★★★★★ | ★★★★★ | Medium | ★★★ | |
| | Resource Utilization | ★★★ | ★★★★★ | ★★★★★ | Medium | ★★★★★ | |
| Connected Health | Transactional Data Exchange | ★ | ★★ | ★★★★★ | Low | ★★★★★ | |
| | Plug-and-Play APIs | ★ | ★★ | ★★★★★ | Low | ★★★★★ | |
| | Data Aggregation | ★★★ | ★★★ | ★★★★★ | High | ★★ | |
| | National Interoperability Framework | ★ | ★★ | ★★★★★ | Low | ★★★★★ | |

¹ "Trends in Healthcare Payments Seventh Annual Report: 2016," InstaMed, May 2017. <https://www.instamed.com/payers/white-papers/> ² "Trends in Healthcare Payments Eighth Annual Report: 2017," InstaMed, May 2018. <https://www.instamed.com/payers/white-papers/> ³ "Method to the Madness: 10 payment collection strategies that work," (e-book) Availity, May 2016. <https://www.availity.com/-/media/files/availity/resource-library/e-books/availity-method-to-the-madness-ebook-may-2016.pdf>