



# intelligence

at every point



CONVERTING AT-RISK DOLLARS TO REVENUE

# we're here to help you recover at-risk dollars at every point of the revenue cycle.

Resource Corporation of America is the go-to resource for solutions that convert a hospital's at-risk dollars into revenue. A trusted partner to hospitals nationwide, we provide an easy, cost-effective way to identify every reimbursement option and successfully navigate complex qualification processes to secure payment. We deliver measurable results to hospitals of all sizes, types and ownership structures, dramatically increasing the recovery of at-risk revenue while minimizing fixed collection costs.







billion+

Our clients have entrusted us with more than one billion dollars of patient account charges

RCA is the single-best source of specialized expertise on reimbursement of a hospital's at-risk dollars



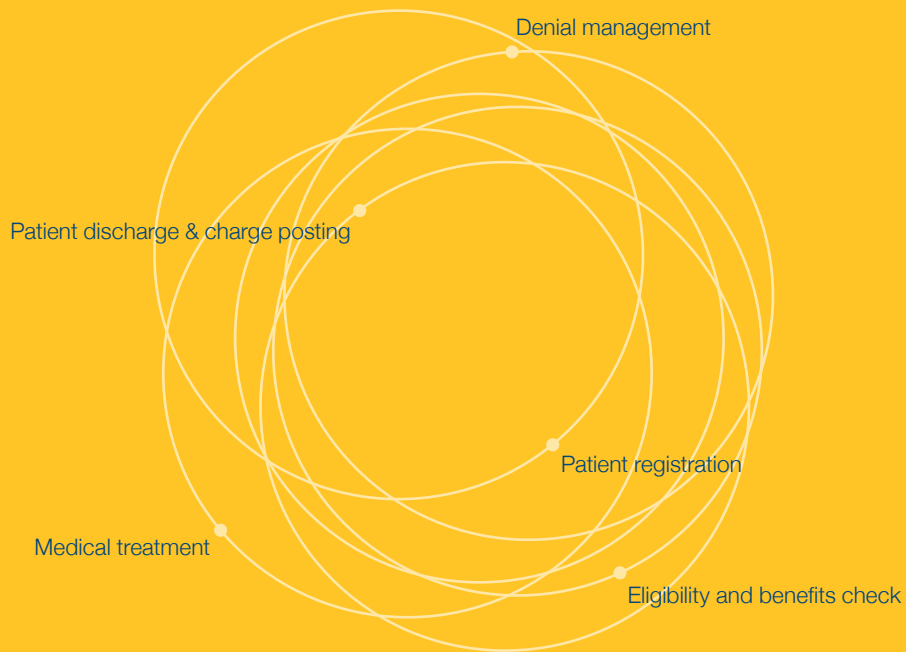
We average 91% certification success on all accounts we pursue for third-party reimbursement

with no fixed fees for our core services,  
we get paid only when you do


24hrs

We reach out to all patients at all points of contact within 24 hours

we simplify complex,  
cumbersome processes and  
relieve your pain points



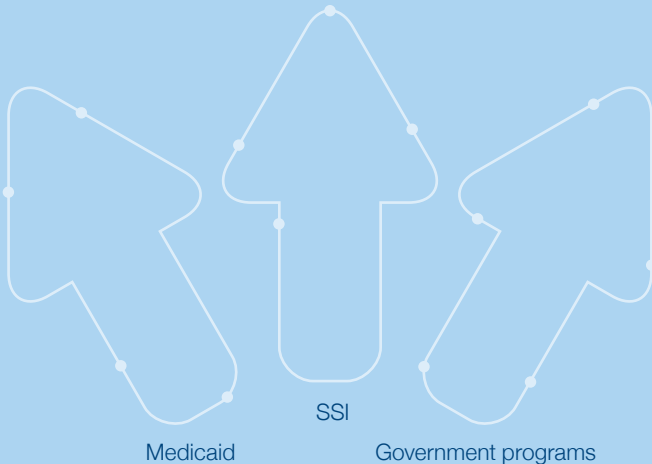
we offer broad solutions that  
add long-term value at  
every point in the revenue cycle



RCA offers a cost-effective solution for turning lost self-pay dollars into revenue.

Reimbursement rules keep changing, my staff is limited, and our at-risk revenue is rising.

**we are a dedicated partner  
with current intelligence  
on all types of third-party  
reimbursement programs**



**we find, pursue and follow through  
on every reimbursement option to deliver  
measurable results**





# Intelligence at every point

Resource Corporation of America (RCA) is a knowledgeable and responsive partner in converting a hospital's at-risk dollars into revenue. Since 1994, we have helped clients, ranging from small rural hospitals to Level I trauma centers, make self-pay pay for itself. With no fixed fees for our core services, we get paid only when you do. We deliver intelligence at every point.

## Immediate in-house eligibility screening

Our bilingual staff visits patients in the hospital, collecting information for third-party assistance eligibility including but not limited to: Medicaid, SSI, Victims of Violent Crimes and Aged & Disabled. Trained to identify the best resources for each patient and the hospital, our experts make a quick determination of potential eligibility, often within three hours. We immediately return ineligible accounts back to the hospital, so financial counselors can explore other options while patients are still in the facility. We average 91% certification of all accounts initially determined to be eligible.

## Expedited filing and constant follow-through

We minimize processing time and errors by providing step-by-step application assistance to patients before they leave the hospital. After ensuring that all forms are complete and correct, we file the applications, maintain documentation of the filing and actively work each account through certification approval. After providing the hospital with billing information, we continue to monitor each account until payment is received.

## Patient support and appeals

We maintain continuous contact with patients and family members throughout the certification process, offering support and ensuring compliance with

eligibility requirements. We help them obtain additional documentation, schedule appointments with agency caseworkers and ensure attendance, providing free transportation or attending appointments when necessary. We review any denials and actively work them through the appeals process to correct wrongful denials.

## ProfitPal™ Medicaid Eligibility Scan Program

Compatible with all IT systems, our ongoing State Eligibility Scan Program is a batch filing system you can use to identify Medicaid-eligible patients and recover any missed payments. Since you only pay on accounts when you receive a payment, it is a cost-effective way to never miss another Medicaid dollar.

## Products and services

Eligibility and follow-through for any and all government-funded healthcare programs

- ProfitPal™ Eligibility Scan Program
- Proprietary customized reporting systems
- Third-party liability lien filing services
- Out-of-state billing and enrollment
- Fair hearing representation
- SSA disability representation
- Patient tracking, including home visits
- Patient transportation and interpretation

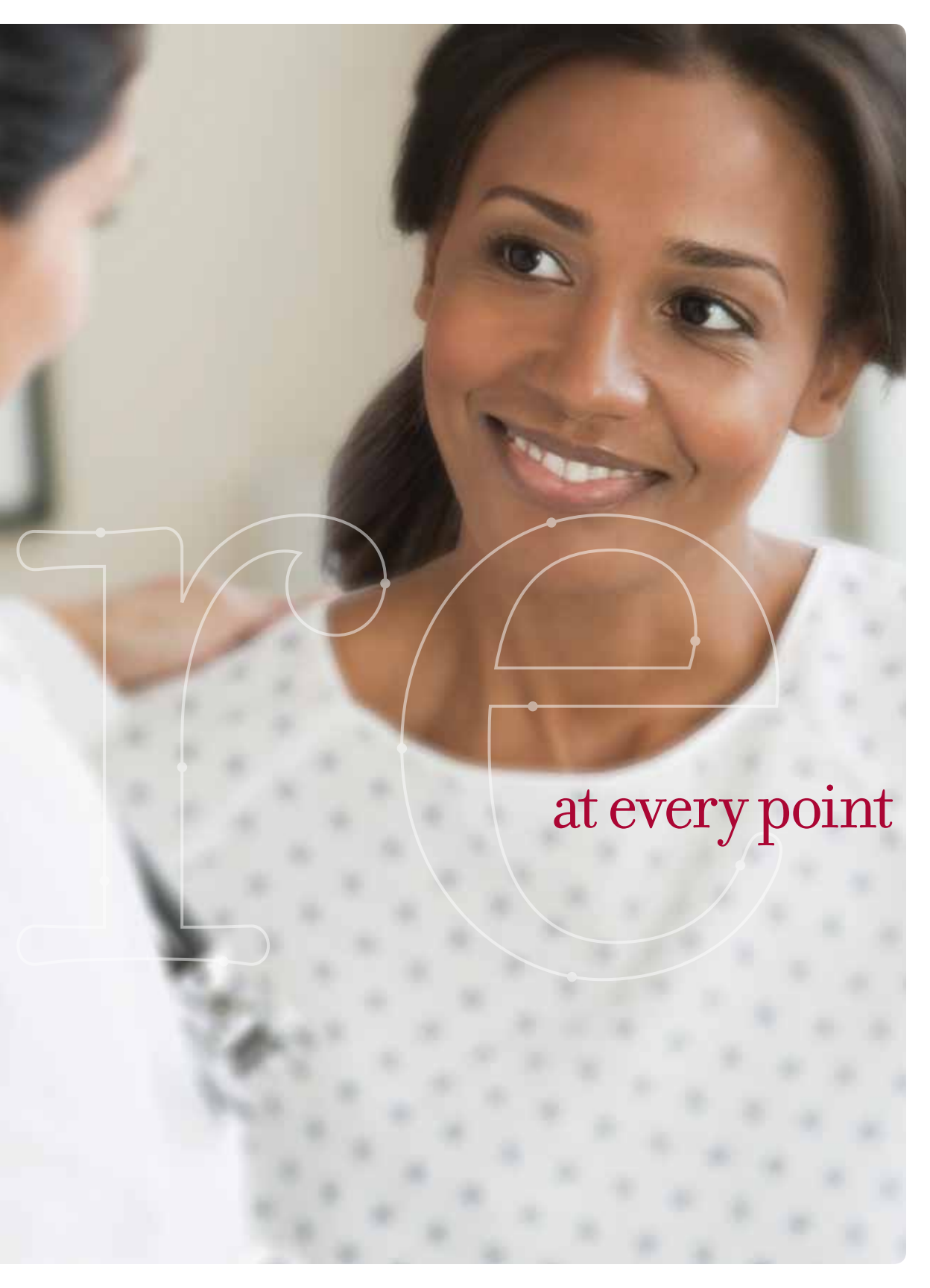


### Relationship-driven results

A dedicated advocate for hospitals and the patients we serve, we believe that great business results are built on strong personal relationships. We operate with honesty, integrity and a singular focus on the success of our clients. We treat patients with compassion and respect, building relationships that inspire trust, foster cooperation and enable us to deliver timely and superior results.

we





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at every point



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\*HFMA staff and volunteers determined that this product has met specific criteria developed under the HFMA Peer Review Process. HFMA does not endorse or guaranty the use of this product.