

RAPID CARE

ISO/IEC 27001 : 2013

Single-Source Medical & Medical-Legal Document & Data Services



RCM

Nearly 2 decades
serving satisfied
customers
worldwide

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Florida
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SERVICES

RCM

Coding

Transcription

Medical
Records
Review

EMR
Population

Informatics

Analytics

Medical &
Medical-Legal
Documents

Web Design

Remote
Video
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RCM SERVICES BY RAPID CARE

Error Management

Daily Billing

Delinquent Claim Review

Payment Posting within 24-48 hours

User-specified patient A/R protocols

Collection letters

Statements

Patient Call Center

SYSTEM AND PROCESS IMPLEMENTATION

Practice Analysis: We provide a breakdown of charges, payments and adjustments for CPT and HCPCS codes; a breakdown of the method of payments and adjustments; and a breakdown, by provider, of the total number of claims, charges, payments, and adjustments. You also see up-to-the-minute detailed or summarized aged receivables data for 100% visibility over uncollected claims.

Credentialing and Enrollment: Our goal is to help ensure your profitability. We identify the top carriers for a center or group based on location and the type of services they provide, then initiate the contracting and credentialing process.

Eligibility Verification: We provide the information needed to verify eligibility, including the exact amount a patient owes in the form of Copays / Coinsurance / Deductibles, and an overview of the patient's payment history.

Pre-Authorization: We handle prior authorization (aka pre-authorization) from the payer to cover specific services before a service is performed, reducing effort and frustration for your team.

Next →

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RAPID CARE REVENUE CYCLE MANAGEMENT



RCM

**FREE
CONSULTATION**

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Referral Management: Our specialist team works on referral management for you year round, because it is one of the best methods to spur hospital and health system patient retention.

Demographics & Charge Entry: Our billing experts manage demographics & charge entry, so you can track all claims and verify they are filed within 24 – 48 hours.

EOB Posting & Reconciliation: Payments received through ERA / EOB are posted on the system within 24 – 48 hours and the reports are reconciled on a daily basis. Denials are captured and moved to the **Denial Analysis team**. Two levels of quality audit ensure the process meets international standards. Our specialists are also trained to understand patient responsibility, such as secondary balance, etc.

Denials Management: Our meticulous system helps avoid disruption in your revenue inflow. Claim Denials are analyzed carefully to determine the root cause for each problem, then escalated to ensure Denials are fixed and don't recur in the future. You receive a Denials analysis report once a week.

- Denials addressed within 72 hours of receipt.
- Percentage of Denials tracked daily, and recurring trends uncovered.

A/R Management and Follow-up: We have collected millions of untapped dollars when taking on new projects, and we pursue every dollar on the table that you are owed. We check with the insurance companies for outstanding claims over 30 days through **A/R calling**. Report details and trends are shared with your practice once weekly or monthly.

Patient Receivables Follow-up: Our medical billing representatives have extensive experience and excellent communication skills to assist with Self Pay Follow-Up. Our quality-certified customer service personnel help deal with irate patients and skip tracing to reduce bad debt write-offs.

Patient Statement Dispatch: We streamline the collections process by sending monthly statements to patients on time, helping them manage their payables balances.

Primary & Secondary Claims Dispatch: We maintain a 99% clean claim standard. Trends and analysis are shared with you and the Coding and Claims entry teams during the Review meeting or at your request.

On-Demand Customized Reports: In addition to running predefined reports, we also create on-demand and customized reports for all the RCM processes.

Medical Coding: Our certified coders handle specific specialties, assist in documenting with appropriate CPT and ICD codes and modifiers, and ensure adherence to coding guidelines. We also educate your practice about procedures that can be billed together with particular treatments or accompanying medical services.

Around the clock support with dedicated Account Managers: Our Account Managers are available all year round to respond to your needs and queries.

Contact: Kevin Ross, VP Sales & Marketing

866-879-5028 kevin.ross@rapidcare.net www.rapidcare.net