

RelayHealth Revenue Cycle Solutions

Achieve Your Financial Goals



Introduction

Managing your revenue cycle in today's economy is more challenging than ever. Numerous regulations, payer-specific rules and the evolving role of the patient all serve to complicate your billing and reduce profit margins. Inefficient manual processes consume vital resources and delay reimbursement. And pressure to increase cash flow and contain costs creates even more challenges for your organization.

During these challenging times, you need a comprehensive revenue cycle management solution that delivers the applications to proactively manage your financial performance and improve your ROI.

RelayHealth provides comprehensive revenue cycle solutions based on decades of market leadership. Cost-effective SaaS deployment means easy implementation, lower overhead, and less capital investment; so you can quickly begin reaping the benefits of your new system. And expandable service options ensure you can sustain the results as your needs grow.

Pervasive Connectivity

- More than 630,000 providers/clinicians
- More than 2,400 hospitals
- More than 2,200 health plans
- 3.3 billion financial transactions and \$1.8 trillion flow through our connections

Engage Patients

Knowing, engaging, and communicating with patients about their financial responsibilities before service requires reliable tools that provide current and complete patient information. Successful patient engagement continues during and after service by providing patients with easy access to account information and online account management options.

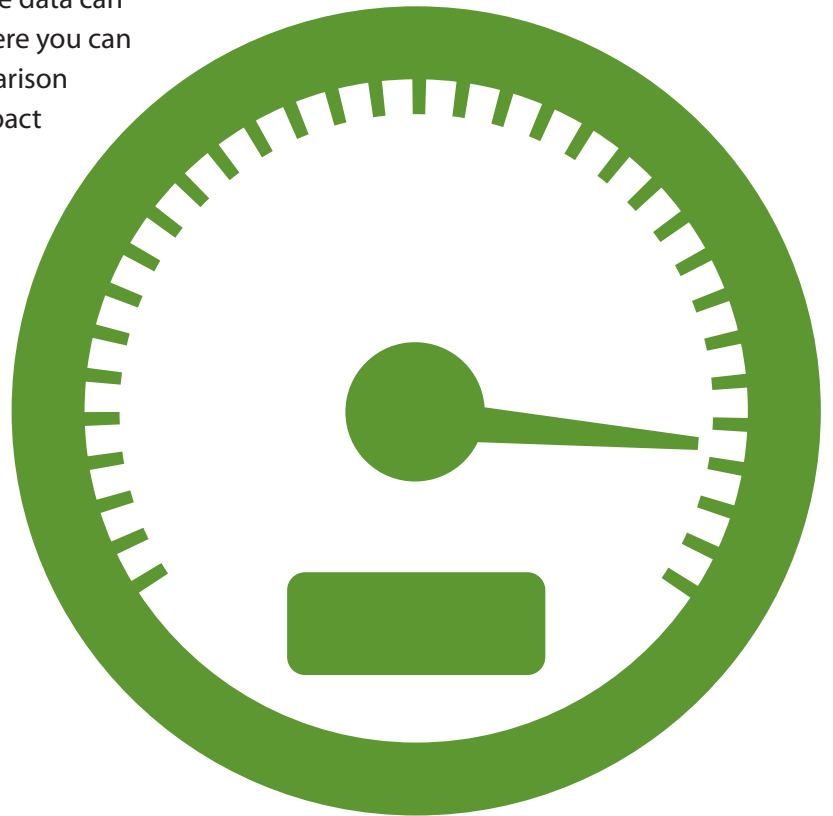
Reducing errors during the pre-service process helps improve your ability to get clean claims out faster, reduce denials after service is provided, and collect more while building patient loyalty to your organization.



Improve Payment Velocity

Success in the revenue cycle also requires speed. Accelerating cash flow is largely impacted by the process of getting clean claims to the payer and remittances back. A powerful claims management engine that provides accurate and complete payer edits, workflow automation, HIS integration, and single-system management of all claims, including Medicare, is a key factor in financial performance.

Beyond this, insight into your claims and remittance data can help empower informed decisions about areas where you can improve. Understanding where you stand in comparison to your peers, how your current operations will impact future performance, and the dollar value of various improvement initiatives can help you focus resources on efforts that will most impact service-to-payment velocity and, ultimately cash flow.



Accelerating & Optimizing Cash

Supporting Applications

AhiQa & Ahi Lobby

- Increase patient registration data accuracy
- Reduce claim denials and rework
- Monitor patient flow throughout the visit
- Report on team performance and productivity

RelayClearance™ (RevRunner®)

- Determine propensity to pay
- Increase self-pay collections and reduce bad debt
- Improve work flow efficiency and staff productivity
- Identify patients eligible for Medicare, Medicaid, and charity programs

RelayAccount™ (PatientCompass™)

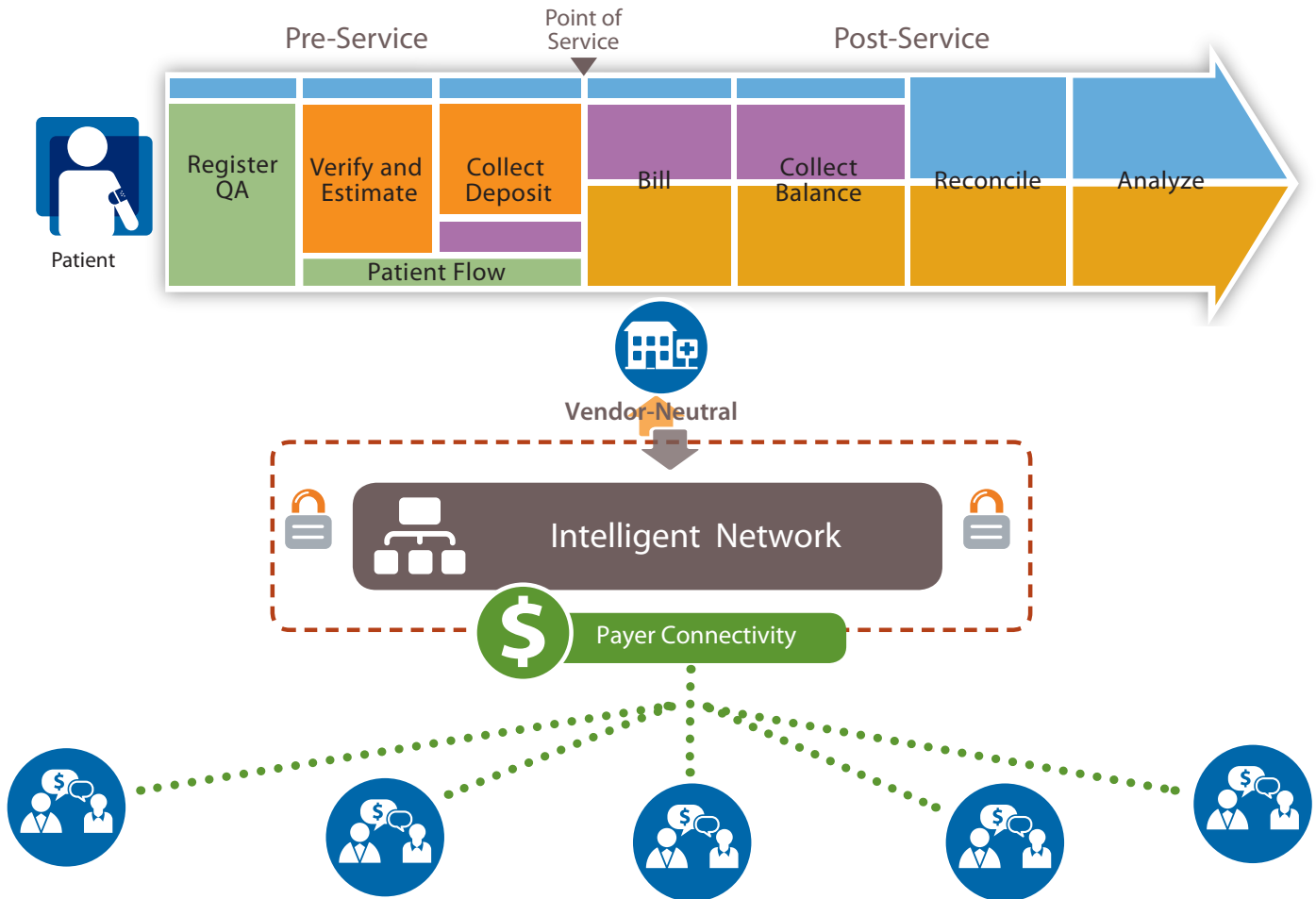
- Increase revenue and reduce bad debt
- Increase patient satisfaction
- Decrease patient phone calls
- Reduce postage expense by 20-30%

RelayAssurance™ (ePREMIS®)

- Reduce A/R days
- Maximize claim and remittance processing efficiency
- Reduce claim errors and denials
- Reduce Medicare rejections by more than 95%

RelayAnalytics™

- Assess operational and financial performance
- Increase financial visibility
- Isolate root cause of issues
- Accelerate positive organizational change



Download a print-ready tabloid chart: [Click Here](#)

Why We Are Unique

Three Key Differentiators

A powerful combination of service, technology, and relationships creates an intelligent network and empowers RelayHealth's end-to-end revenue cycle solutions.



Technology Leadership

- Patented technology to automate payer enrollment, expedite throughout processing, and ensure load balancing performance
- Seamless, bi-directional HIS interoperability
- Expansive, national financial data assets for unique analytics capabilities
- Flexible "bolt-on" revenue cycle applications
- Platform as a Service; cloud-based functionality
- Superior payer connectivity capabilities
- Proactive compliance and security initiatives

Service Leadership

- Omega Northface Scoreboard Award – 6 years
- Service Capability and Performance (SCP) Certification – 12 years
- Professional Services; Connect-Center™ Customer Support Website; RelayLearn online training
- Northface Scoreboard Award - 6 years
- Electronic Healthcare Network Accreditation Commission (EHNAC) Healthcare Network Accreditation Program (HNAP) for Electronic Health Networks (EHN) - 14 years
- KLAS® Leader Patient Access - Registration QA - 3 years
- Black Book™ Revenue Cycle Management Software Customer Satisfaction Leader - 2 years

Relationship Leadership

- Vendor neutral
- 2,200 payers
- 2,400 hospitals / 630K providers/ clinicians / 13M patient health records / 50K+ pharmacies
- Industry associations (HFMA, EHNAC, CORE, WEDI, NAHAM, HIMSS, KLAS)

Supporting Applications

AhiQa

Accurate registration data helps result in reduced denials, fewer rejected claims, fewer returned statements, and a reduction of other delays that impede the collections process and slow your revenue cycle. AhiQa helps identify errors at registration to help provide accurate data for all your downstream processes, helping to enhance financial performance and keep your cash flow constant.

Ahi Lobby

Patient satisfaction is critical in today's consumer-oriented healthcare environment, and Ahi Lobby works to help enhance satisfaction from the moment patients enter the registration area. Beginning with a paperless sign-in that helps ensure privacy compliance, Ahi Lobby helps to alleviate long wait times by helping you discover and avert bottlenecks in your service delivery areas.

RelayClearance™

Identify and Confirm Coverage Throughout the Revenue Cycle

To maximize reimbursements and reduce costs to collect, you need a proactive, comprehensive approach to eligibility and verification. RelayClearance solutions enable your registration staff to perform all financial clearance on a pre-service basis. And by identifying additional coverage and assessing each patient's ability to pay, you can maximize payer reimbursement, and patient collections earlier in the revenue cycle.

RelayAccount™

Online Access to Account Info & Bill Payment

By giving patients online access to account information, RelayAccount helps improve self-pay collections, reduce A/R days, and increase cash flow. With 24/7 access to current information, and even consolidated billing for multiple family members, it can also increase patient satisfaction.

Supporting Applications

RelayAssurance™

Robust Claims Management for Faster Remittance

Effective claims management is vital to your success, so RelayAssurance solutions provide the fastest route to remittance. Connectivity to 2,200 health plans enhanced with powerful editing capabilities helps eliminate rejections and shorten payment cycles. An intuitive interface, automated workflows, and operational dashboards increase staff productivity and refine your revenue cycle performance to keep your cash flowing.

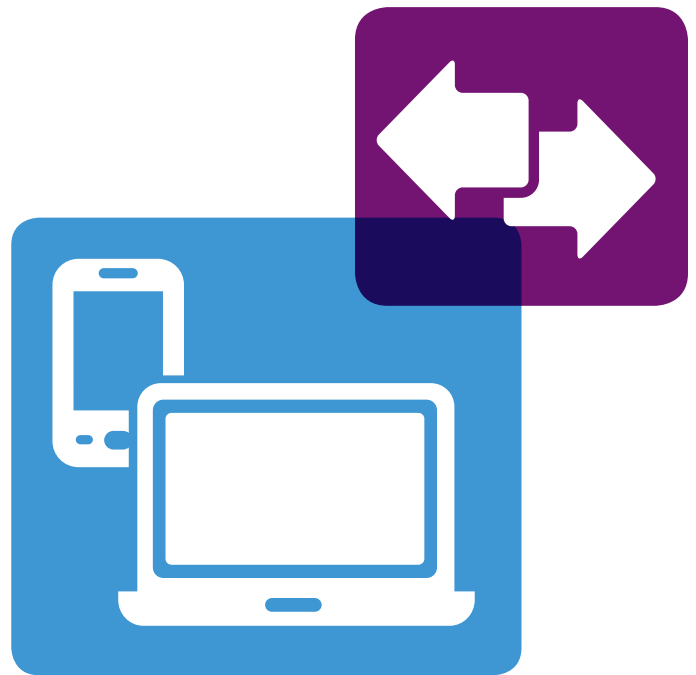
RelayAnalytics™

Comparative Analytics & Reporting

Getting the best results from your revenue cycle requires actionable information to monitor and evaluate your organization's financial and operational performance. RelayAnalytics can analyze claim and remittance data, assess operational performance, isolate areas for improvement, and benchmark your performance with your peers. With enterprise-wide reporting and dashboard access to key performance indicators, RelayAnalytics enables you to identify trends, refine your operations, and locate new sources of revenue.

Proven Solutions + Solid Service = Your Success

RelayHealth's suite of proven revenue cycle solutions enables you to overcome your most challenging financial and operational issues to improve margins and lower costs. RelayHealth delivers more than revenue cycle applications—it's a partnership of people, technology and services working together for your success.



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