



Datasheet

Revenue Cycle Optimization

Manage referrals, pre-authorization, eligibility
verification and claims submission.

Managed care has grown exponentially. This dramatic growth has increased complexity with multiple portals, E-mails and messages. Data is disjointed with no insights. It is getting increasingly difficult for hospitals and practitioners to stay ahead of payers, manage payments, or receive reimbursements.

A combination of these can have a massive impact on revenue, and lead to revenue leakage. Do any of these apply to you?

- \ Account receivables over 90 days is greater than **20%**
- \ Denial rate is greater than **7%** of gross revenue
- \ Denial write-offs are greater than **1.5%** of net revenue
- \ Collection rate is **< 45%**
- \ Appointment no-show rate **> 5%**
- \ Missed reference and reimbursement fees **> 5%**
- \ Variances in contractual allowance amount, data inconsistencies across systems

Persistent RCO combines Persistent’s expertise in health management optimization with enterprise automation capabilities, to deliver **2 - 4%** revenue increase by simplifying your business process, and automating tasks.

Solution Highlights

Persistent prior authorization offers a centralized digital platform for health facilities and clinicians to manage.



Patient referrals: Manages all your referrals and reimbursements in a single window.



Eligibility and benefits verification: Maintains consistent and accurate verification process to preserve a healthy revenue cycle.



Patient pre-authorization: Automatically verifies, initiates, statuses, and retrieves comprehensive authorization details.

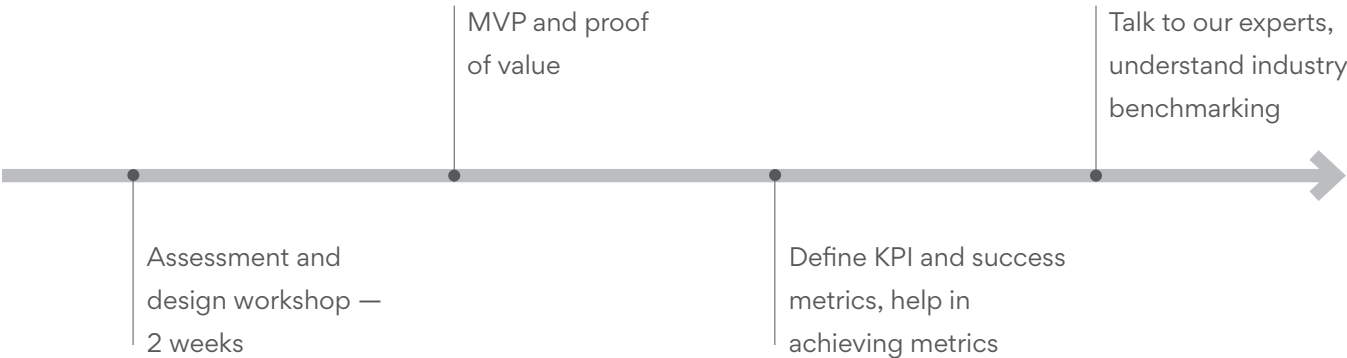


Denial management: Reports denials for medical necessity, non-covered services, and prior authorization to management to avoid errors in the billing cycle.

Solution Benefits

Solution Area	Key Value	Business Impact
Automated Patient Referral	Manage all referrals on a single dashboard	<p>3x Increase in referral conversions</p> <p>100% Automated workflow</p>
Prior Authorization	Reduce denial and delay of payments	<p>50%+ Faster collection of early payments</p> <p>3x Reduced wait time</p>
Automated Claims and Clearance	Automate end-to-end claims and clearance process	<p>< 5% Reduced denials</p> <p>95% Reduced rework</p>
Appointment Scheduling	Simple web interface for DIY booking and rescheduling solutions with a reminder	<p>100% Automated</p> <p><5% Reduce no show rate</p>

Engagement



About Persistent

We are a trusted Digital Engineering and Enterprise Modernization partner, combining deep technical expertise and industry experience to help our clients anticipate what's next. Our offerings and proven solutions create a unique competitive advantage for our clients by giving them the power to see beyond and rise above. We work with many industry-leading organizations world-wide including 14 of the 30 most innovative US companies, 80% of the largest banks in the US and India, and numerous innovators across the healthcare ecosystem. Our company fosters a values-driven and people-centric work environment. Our strength of over 22,500+ employees is spread over 18 different countries across the globe.

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