



Patient Open Balance DisplaySM

Cross-facility, patient or guarantor accounts receivable information displayed during registration

Today's health care networks need to equip their patient access staff with more comprehensive accounts receivable information. Timely and targeted balance information leads registrars and financial counselors to engage in more productive financial discussions with patients at the point of service (POS).

To achieve a higher level of efficiency, hospitals need their registrars to have answers to the following questions:

- Does the patient have an open balance from prior visits to this facility?
- Does the patient have unpaid bills at other facilities in my network?
- Is this patient a guarantor for a prior visit? If so:
 - What is his or her total outstanding balance, including visits for any dependents, across my facilities?
- Did they pay my bills on time for prior visits?

By providing easy access to this information at the POS, registrars and financial counselors have the opportunity to discuss financial options with the patient at the onset of the visit.

Integrated with SearchAmerica's Payment Advisor Suite[®] or Address CheckerSM services, Patient Open Balance DisplaySM combines accounts receivable information from all your accounts receivable systems and displays a comprehensive financial snapshot of the patient or the guarantor.

Combined view of all outstanding balances

At most hospitals, registrars have easy access to a patient's account information only for their facility. They have no or limited visibility to balances at other locations in their network. Even if they can access this information, the process is often cumbersome.

Patient Open Balance Display delivers a comprehensive view of a patient's current and past financial liabilities across the entire health care network, including your hospitals, clinics and ancillary services.

Patient Open Balance Display provides access to all current and past open balance information within the network for a patient or a guarantor in seconds.

Accounts Receivable Information as of 04/08/2010								
Service Date	Patient Account Number	Patient First Name	Patient Last Name	Patient DOB	Patient Type	Financial Class	Balance	
11/20/2009	MIDWEST-HOSP_025636-1	MARTHA	TEMPLE	12/11/1969	INPATIENT	KY-1201	510.45	
11/29/2009	MIDWEST-HOSP_0095589-6	MICHAEL	TEMPLE	10/29/2007	OUTPATIENT	HI-1010	675.59	
02/18/2010	NORTH-HOSP_9902354-5	MADISON	TEMPLE	03/11/2004	ED	HI-1010	1,970.07	
03/03/2010	EAST-HOSP_1152307-7	MARTHA	TEMPLE	12/11/1969	INPATIENT	HI-1010	865.94	
03/21/2010	NORTH-HOSP_9905698-5	MADISON	TEMPLE	03/11/2004	ED	HI-1010	1,197.32	
							TOTAL: \$5,219.37	

Linking patient accounts by guarantor

The patient or the guarantor registering for a visit may be a guarantor for a prior visit where a dependent was the patient and therefore may have an unpaid financial obligation. This information is vital for a registrar or financial counselor to know in order to more effectively discuss payment or financial assistance options for a patient's overall financial liability.

For example, when a child enters a facility for treatment, it is useful for the registrar to understand the history for all the accounts where the child's parent (if he or she is the guarantor) has outstanding balances for other children, a spouse or themselves within the network. This provides a more complete picture of the guarantor's financial situation and a better resolution for both the hospital and the patient.

Accessible at point of service

Registrars are tasked with accurately registering patients in a timely manner. Consequently, they need simple and integrated tools to help them achieve the best result for the hospital and the patient in the shortest amount of time. To calculate the open balance for a patient or a guarantor, registrars have to manually look up each patient balance individually. The result is an inefficient, time-consuming process that is likely overlooked during peak registration hours.

With the Patient Open Balance Display option, SearchAmerica's Address CheckerSM or Payment Advisor Suite[®] can provide POS staff with a guarantor's open account balance across the health care network within seconds. The information is displayed within an easy-to-read pop-up window launched during the registration process.

Spanning multiple financial systems and facilities

Most hospitals have multiple health care information systems used across their network, making it difficult to integrate and share patient account information. SearchAmerica aggregates balance information from these systems to more accurately calculate the total open balance for patients and guarantors. Additionally, it seamlessly links guarantor accounts across all facilities in the health care network using the industry's most advanced matching logic in order to display a consolidated financial picture to the registrar or financial counselor.

SEARCHAMERICA SOLUTIONS:

Patient Open Balance Display is integrated into SearchAmerica's financial clearing products, including:

- **Payment Advisor Suite** enables organizations to properly identify and classify patients and initiate the corresponding workflow. It provides prediction of payment likelihood for every patient account, screens patients for financial assistance programs and efficiently enrolls qualified candidates.
- **Address Checker** provides hospitals with an efficient and trusted means to improve patient address accuracy. Within seconds and with a single keystroke, it validates and corrects patient demographics such as name, address, Social Security number, date of birth and phone number using highly accurate data sources.

Payment Advisor Suite and Address Checker are fully integrated into 9 out of 10 leading hospital information systems.

To find out more about Patient Open Balance Display, visit our Website at www.searchamerica.com or contact us at 1.763.416.1000 or info@searchamerica.com.



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