



To reduce bad debt and improve patient satisfaction, hospitals increasingly need accurate financial profiles to properly assign patients to a mutually beneficial payment workflow that may include eligibility screening for charity, Medicaid or other government programs.

Payment Advisor Suite™

In today's healthcare environment of increasing patient financial responsibility, hospitals are challenged with the task of uncovering two characteristics from each and every patient in order to mitigate expensive errors and rework:

- What is their likelihood to pay their bill?
- Do they qualify for charity, Medicaid or other government programs?

This information is the foundation upon which the financial relationship between the patient and the hospital or network is built, and it should be accurately established as early as possible -- preferably at pre-registration or registration. Accurate demographic and financial profiles are necessary to assist registrars and financial counselors in guiding each patient to a mutually-beneficial financial solution.

For hundreds of hospitals, SearchAmerica's Payment Advisor Suite delivers the patient information they need to quickly determine a patient's payment likelihood, Medicaid or other government program qualification, and charity program screening and processing.

Payment Advisor – Predicting Payment

Payment Advisor delivers a full credit report for the patient using credit bureau data and uses marketing data sources when no credit history is available.

Using a healthcare specific predictive model, Payment Advisor categorizes patients based on their financial situation and matches them to the most appropriate payment workflow.

SEARCHAMERICA SOLUTIONS:

SearchAmerica's Payment Advisor Suite consists of three industry-leading solutions that enable organizations to properly identify and classify patients and initiate the corresponding workflow.

Payment Advisor™ provides a prediction of payment likelihood.

Charity Advisor™ screens patients for Charity/uninsured discounts, produces the necessary documentation, and automatically calculates discounts based on each hospital's unique Charity/uninsured discount policy.

Medicaid Advisor™ screens for eligibility for Medicaid and other government programs, and allows hospitals to focus their staff's enrollment efforts on only those patients most likely to qualify.

SearchAmerica's unique solutions return results in real-time or next day depending on workflow. Hospitals can select the timing that best suits each area of their organization – Emergency Room, pre-registration, etc. -- and their budget.

Payment Advisor Suite is currently integrated to the information systems found in 9 out of 10 hospitals.

Charity Advisor – Automated Screening & Enrollment

It is often difficult to determine whether or not an individual qualifies for the charity/uninsured discount program offered by most healthcare organizations. Thus, many patients who qualify are either not aware of the program or a registrar isn't able to screen their information efficiently. Charity Advisor overcomes these challenges by automatically screening patients for charity or uninsured discounts in a non-discriminatory way by providing income, household size and asset information.

If a patient is found to qualify for the program, Charity Advisor minimizes enrollment time by automatically producing and pre-populating the necessary documentation for charity care/uninsured evaluations, and automatically calculates discounts based on a hospital's unique charity or uninsured discount policy.

Charity Advisor also tracks all charity program participants to make auditing and reporting easy.

Medicaid Advisor – Identification & Enrollment

The government programs available to assist patients are often difficult to identify and have changing eligibility criteria. Similar to charity programs, many patients are unaware of the government programs available to assist them and hospitals often do not identify these patients at registration.

SearchAmerica's Medicaid Advisor offers hospitals the capability to easily identify those who would be eligible for Medicaid as well as other federal programs including grants. It enables hospitals to focus their staff's Medicaid enrollment efforts on only those patients most likely to qualify for Medicaid, provide necessary documentation for Medicaid, and prioritizes workflow for its financial counselors.

To learn more about SearchAmerica's solutions, please visit our website at www.searchamerica.com, or contact us at 763-416-1000 or info@searchamerica.com.

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