

# COLLECT PRIOR TO SERVICE

## Payment Estimation

**Estimate.** The cost of healthcare continues to shift to the patient, forcing hospitals to put greater focus on front-end collections. Collecting patient payments prior to service accelerates cash flow and significantly reduces costs associated with back-end collections. AccuReg Payment Estimation automatically estimates liabilities based on payer contract terms and includes co-pays, deductibles, and co-insurance. Private pay estimates are based on chargemaster with optional prompt-pay or self-pay discounts.

**Collect.** Once AccuReg Payment Estimation identifies a collection opportunity, a real-time alert is sent to the registrar and remains in their AccuReg work queue until resolved. Registrars can print hospital-branded estimates to share with patients to set expectations, provide the basis for financial counseling, and give front-end staff the information necessary to confidently ask for payment. High value, self-pay accounts collected can be escalated to supervisors.

**Measure.** POS collection strategies cannot be successful unless progress is measured. AccuReg Payment Estimation tracks and reports collected-to-estimated ratios, collected accounts, and overall registration collection rates by employee, location, facility, region, and system. Regardless of the collection opportunity differences between areas, this enables management to monitor performance fairly, provide incentives, and identify opportunities to continuously improve POS collections strategies.

## Features:

- ✓ Automated and Manual
- ✓ Hospital-Branded Estimates
- ✓ Integrated Staff Training and Testing
- ✓ Real-Time Alerts of Collection Opportunities
- ✓ Threshold Alerts
- ✓ Resolution Failure Escalation
- ✓ Fatal Collection Errors
- ✓ Performance Tracking
- ✓ POS Collections
- ✓ Performance Tracking
- ✓ Integrated Workflow

## The Results

- ✓ Increase front-end collections
- ✓ Reduce back-end cost to collect
- ✓ Increase staff efficiency and effectiveness

*Equip your staff to confidently ask for payment prior to or at point of service.*



Contact Us to Schedule a Demo  
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# AccuReg Payment Estimation Allows You To Collect Payments On The Front-End While Reducing Cost To Collect At The Back-End.

**Automated and Manual.** AccuReg Payment Estimation runs automatically against accounts according to business rules. Authorized employees can run manual payment estimations when needed.

**Hospital-Branded Estimates.** Hospital-branded estimates are generated in just a few quick steps. Insured estimates are based on payer contract terms and include co-pays, deductibles, and co-insurance. Private pay estimates are based on chargemaster charges with optional prompt-pay or self-pay discounts.

**Integrated Staff Training and Testing.** Our integrated education system trains registrars how to confidently ask for payment using your facility's scripting. Registrars with collections KPI's that fall below pre-defined standards can automatically be assigned collections, insurance and/or financial counseling training and testing.

**Real-Time Alerts of Collection Opportunities.** Once AccuReg Payment Estimation identifies a collection opportunity, the registrar is prompted with a real-time, pop-up alert including specific co-pay and deductible information. The alert remains present in their AccuReg work queue until resolved.

**Threshold Alerts.** Supervisors can choose to set volume and/or frequency thresholds and be alerted via email and/or text message when thresholds are met.

**Resolution Failure Escalation.** Supervisors can choose to be alerted via email and/or text message of unresolved fatal issues, such as the registration of high value self-pay accounts.

**Fatal Collection Errors Performance Tracking.** Critical KPI's such as failure-to-collect errors are tracked and reported for each employee.

**POS Collections Performance Tracking.** Track and report critical key performance indicators such as collected- to- estimated ratios and registration collection rate by employee, location, facility, region, and system.

**Integrated Workflow.** All of the AccuReg solutions are integrated into a single, intuitive, web-based user interface that enforces quality registrations and collections in a central, exception-based workflow.

We empower patient access teams  
to drive revenue cycle results.



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