

ACS Revenue Solutions: Conversion Services

You've made the decision to switch to a new patient accounting system. Now — how are you going to make sure your investment doesn't cost you *more* money?

System conversions are fraught with risk – and the impact an unsuccessful conversion can have on an organization can jeopardize its financial health for years to come.

Regardless of the systems being converted, decisions need to be made about the accounts receivable (A/R) on the old system. Will you convert detailed charges to the new system? Balance the old A/R forward onto the new system? Maintain the legacy system and work dual systems post-conversion? Outsource the old A/R?

Outsourcing—the most effective choice

Outsourcing is often the most effective choice, as working with a partner reduces the overall risk of a conversion. Our conversion solution frees internal resources to focus on the most important job at hand – implementing the new system – while accelerating cash flow, eliminating lost revenue issues with lack of follow-up and billing, and ensuring patient satisfaction. Best of all, it enables hospitals to begin on new system with clean database, ensuring accurate reporting and efficient account processing going forward.

Reduce your risk with the right partner

Outsourcing requires trusting a third-party to manage your hospital's most valuable possession – its cash flow. You need an outsourcing partner who has proven performance in managing A/R conversions for a hospital similar to yours. A partner like ACS. Here's why:

- ⊞ **Size and stability.** ACS is a premier provider of diversified business process outsourcing (BPO) and information technology (IT) outsourcing solutions to clients worldwide, with revenues of over \$4 billion.
- ⊞ **Scope and breadth of services:** Through its recent acquisition of Superior Consultant Company, the newly-created ACS Healthcare Solutions' portfolio of consulting, analytics and managed services complements ACS' ability to address any component of our clients' revenue cycle.
- ⊞ **Expertise.** Over the last 13 years we have successfully completed projects for such clients as the University of Pennsylvania Health System, Detroit Medical Center and Sutter Health. We only focus on the healthcare industry. Our more than 900 staff have extensive experience and training in patient financial services.



- ▷ **Technology.** ACS has created a technology infrastructure to support its services by developing and investing in best-practices software, systems and processes, including extensive connectivity with all major A/R hospital systems.
- ▷ **Risk-free guarantee.** We offer guaranteed performance and pricing, and share in the risk for cash flow and A/R recovery.

Tested methodologies

Our Conversion Assistance services allow facilities start a new system with a clean database to ensure development of accurate reporting and efficient account processing.

- ▷ We are responsible for 100% resolution of the A/R assigned to us. We do not return accounts to the facilities we work with for further clean-up.
- ▷ We manage reporting for the pre-conversion A/R assigned to us.
- ▷ The conversion process is unique for each facility and ACS PASC designs each program specifically to meet client needs.

Proven results

- ▷ One client is a multi-campus tertiary care medical center with over 1,000 beds, 5,000 employees and 900 active physicians. ACS PASC was assigned approximately \$232 million dollars from the legacy patient accounting system. ACS PASC has processed all government and commercial insurance as well as self-pay for the facility. This A/R was 98% resolved in approximately nine months.
- ▷ In a recent conversion for a large academic medical center, ACS PASC was assigned over \$147 million dollars in hospital and physician A/R from the legacy patient accounting system. ACS PASC has been responsible for adjudication of all government and commercial insurance as well as all self-pay accounts. In approximately 10 months, this complex A/R is over 80% resolved. A significant amount of cash is still being collected.

About ACS Revenue Solutions

ACS' data-driven healthcare revenue cycle management services help hospitals better understand and improve their billings and collections to increase revenue growth, improve operational efficiencies and boost patient satisfaction and public perception. Services include large-volume accounts receivable reduction projects, system conversions, full business office outsourcing, ongoing self-pay and insurance-extended business office services, and bad debt projects. ACS Revenue Solutions has managed more than 400 engagements with such organizations as Sutter Health, University of Pennsylvania Health System, University of Iowa, Detroit Medical Center and St. Luke's Episcopal Health System. ACS Revenue Solutions is part of ACS Healthcare Solutions, provider of consulting, application delivery and IT and business process outsourcing solutions to the healthcare industry. For more information, see www.acs-inc.com/revenuecycle or call 800.688.5303.

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