INTRODUCTION

U.S. hospitals today face a daunting array of obstacles in their efforts to control operating costs while providing high quality care to the patient populations they serve. Chief among those challenges are internal and external financial pressures, increasing legislative and regulatory complexity, outdated technology and limited staff resources, and significant investment risk at a time when budgets are already stretched thin. Let’s consider several specific examples of the challenges faced by many provider organizations:

Financial Pressures

- Declining reimbursements
- Increasing patient responsibility among insured populations
- Rising numbers of uninsured (self-pay) and underinsured patients
- Insufficient collection of patient A/R

Increasing Legislative & Regulatory Pressure

- Implementation of the Affordable Care Act
- ICD-10
- Proposed Treasury rules for not-for-profit hospitals’ debt collection efforts
- Security and Enforcement rules under HITECH
- Potential modifications to HIPAA regulations
- Individual state legislation and regulations

Technology and Staff Limitations

- Antiquated financial systems still in use
- Hidden leakage/opacity in internal revenue cycle processes
- Absent or incomplete view of “big picture” data
- Overburdened internal staff
- Fragmented solutions due to managing multiple—or simply ineffective—traditional revenue cycle vendors

Investment Risk

- Limited budgets for capital expenditures
- High cost of software provider solutions
- High cost of traditional consulting services
- High cost of conventional outsourcing options

In light of these impediments to balancing quality patient care with the cost of providing it, Accretive Health has developed a proven, end-to-end revenue cycle solution based on the measured value we deliver to healthcare providers.
END-TO-END REVENUE CYCLE MANAGEMENT SOLUTIONS

Accretive Health’s Revenue Cycle Management offering is a fully integrated end-to-end solution for optimizing the revenue cycle of hospital systems in order to help them maintain the stability of their businesses and allow them to achieve their missions of delivering consistent quality care. Unlike software solutions, consultants, or outsourced service providers, we are a true operating partner that contributes talent and best practices expertise to complement a hospital’s resources in order to drive operational improvements throughout all phases of the revenue cycle.

Our holistic approach consisting of people, processes and technology represents the highest level of innovation that can be applied to revenue cycle operations in today’s healthcare marketplace. Most importantly, there is no capital investment required by our clients. All of the capital needed for the implementation of our services is contributed by Accretive Health. Our compensation model ensures that we only earn a profit when we deliver improved results.

We partner with leading hospital providers who are committed to achieving excellence in healthcare innovation. Through our operating partnership that combines our people, processes, and technology solutions with their existing resources, our clients are seeing that better quality care, greater access and improved efficiency are possible as they adapt to the rapidly changing healthcare environment.

OPERATING PARTNERSHIP MODEL

Accretive Health provides a fundamentally different approach than others in the marketplace. At our cost, we deploy our people, proven processes, and proprietary technology to the hospital site. We provide highly trained, on-site staff to work side-by-side with our hospital colleagues to become an integral part of their revenue cycle team. The resources, tools and best practices that we provide greatly extend the hospital’s ability to drive change and performance improvement across the revenue cycle. Our commitment to “patients first” and our team-based approach create a strong cultural fit within our client organizations. The innovative tools and highly trained experts we provide bring new energy and enthusiasm to revenue cycle operations, often resulting in a more engaged and satisfied staff as we work together to achieve the overall mission of delivering the highest quality care at the lowest appropriate costs.

ALIGNED FINANCIAL RELATIONSHIP

We enter into an operating partnership with all of our clients that closely aligns our interests and provides a strong incentive for each party to drive significant improvements in the revenue cycle. Our compensation is based on sharing the results achieved – we get compensated for results, not input. This financial relationship creates a strong alignment between Accretive Health and our clients, and provides the basis for a much more successful and enduring operating partnership than normally experienced in traditional consulting, outsourced, and technology vendor relationships.
PROPRIETARY TECHNOLOGY

In collaboration with our clients, Accretive Health has developed leading-edge technology unlike other offerings in the industry. While other technological solutions provide insight into one specific segment of the revenue cycle (e.g., insurance payment, government billing, patient payment), Accretive Health’s software tools provide an integrated picture of the entire financial life cycle of an episode of care. This has allowed us to create the most comprehensive, fully interfaced, single platform, functionally rich revenue cycle management system available in the market that:

- Detects accounts with financial risk
- Streamlines the execution of resolving that risk
- Continuously measures both the efficiency and effectiveness of technology-driven processes and their outcomes
- Fully integrates with hospitals’ existing patient accounting, scheduling, and electronic health record systems

SHARED SERVICES

The Shared Services component of our Revenue Cycle Management programs provides hospitals/healthcare organizations with additional opportunities to drive greater efficiencies from their operations by leveraging our ten centralized process centers to handle key revenue cycle tasks. Among the features of Accretive Health’s Shared Services include:

- Financial clearance
- Customer service
- Pre-collect
- Medicaid eligibility
- Patient Financial Services
- Underpayments
- Medical transcription
- Coding

And the effectiveness of our Shared Services offering is best measured by our revenue cycle clients. Approximately Eighty-nine percent of Accretive Health’s hospital partners utilize at least one shared service, and approximately fifty-five percent of those partners leverage at least three shared services.

To learn more about how Accretive Health’s end-to-end revenue cycle solutions can improve your organization’s financial stability and help advance the vital care mission of your hospital on behalf of your patients visit www.accretivehealth.com or contact Julie Nauman at jnauman@accretivehealth.com or 312.255.7677.
About Accretive Health, Inc.
Founded in 2003, Accretive Health’s mission is to help healthcare providers strengthen their financial stability and deliver higher quality, more accessible care to its clients’ patients and the communities they serve. The majority of the hospitals that Accretive Health serves are non-profit, faith-based hospitals or teaching hospitals, deeply rooted in values of stewardship, generosity of spirit, leadership and dedication to their communities.

With approximately 2,900 employees, Accretive Health serves many of the top-rated hospital systems in the country and is committed to providing solutions that assist them in the delivery of quality healthcare services and maintaining financial stability.