

GE Healthcare

Centricity™ Business

# Point of Service Optimization

Improve collection processes at point of service



The increased popularity of high-deductible health plans has led to a dramatic rise in the percentage of healthcare reimbursement coming directly from the patient. Unfortunately for providers, patient liabilities are always much more challenging to collect and often end up as bad debt.

Successful patient collections at the time of service can represent the difference between profitable and money-losing patient visits. Point of Service Optimization can help you become more effective at identifying copay and other liability amounts, tracking collections, and identifying collection variances.

## What can Point of Service Optimization bring to your organization?

- Improved accuracy of point of service collections
- Reduced effort associated with identifying the correct patient liability amount
- Valuable metrics to evaluate point of service collections performance and accuracy
- Standardized front end workflows across the enterprise
- Expedited implementation of improved workflows based on GE Healthcare's best-practice models
- Improved workflows based on GE's best-practice models
- Maximized use of advanced capabilities within Centricity Business

Centricity Business Point of Service Optimization provides you with the tools and support needed to assure successful patient collections at the time of service. Our team helps you evaluate your system setup, configuration and workflows based on our best practice model. That information enables us to provide guidance on design and implementation decisions as well as technical resources to drive your implementation.

According to Michele A. Lafleur, Director of Patient Access, Glens Falls Hospital, the Point of Service Optimization service has helped them achieve the following benefits:

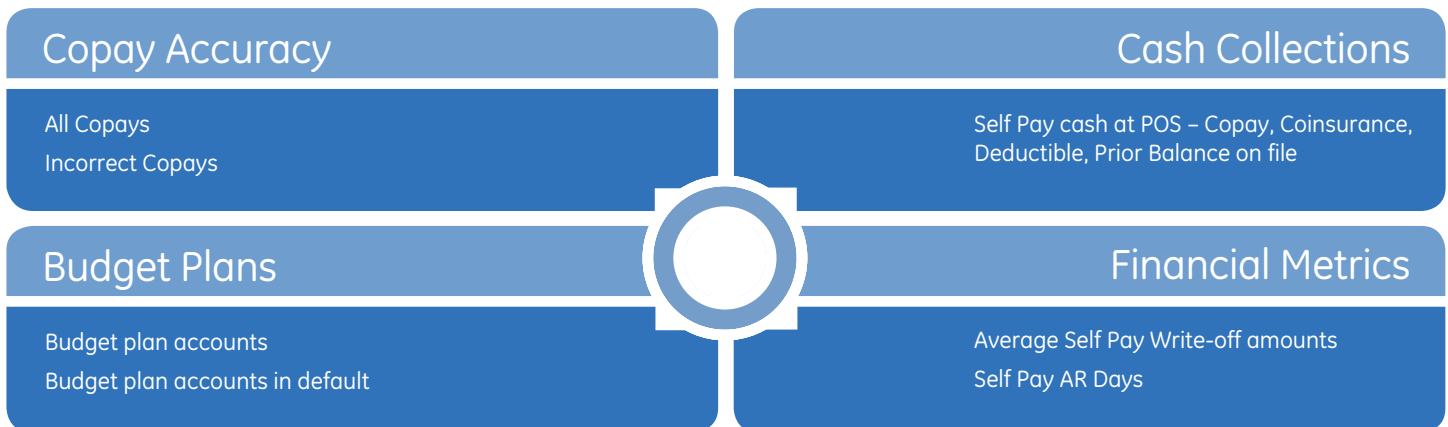
- Tripled point of service collections within the Emergency Department in one year
- Helped users quickly and accurately identify the right amount to collect
- Standardized workflows creating an intuitive and efficient workflow across the organization
- Improved performance reporting that has helped to identify process gaps



## POINT OF SERVICE OPTIMIZATION: A WINNING METHODOLOGY

Based on a structured methodology, Point of Service Optimization includes a focused and streamlined system design and setup, point of service collections performance monitoring, post live EDI mapping reconciliation, and front end workflow reviews to help improve efficiency.

### KEY PERFORMANCE INDICATORS



### SERVICE HIGHLIGHTS

**Development of new “Check In”/“Check Out” Workflows –** Leveraging our best practice model, our team drives the design and implementation of your Check In and Check Out process, using VM action code strings or chained events in the web framework to incorporate the new Point of Service liability screens.

**Coding and Deployment –** Our team works closely with your Business Office and IS teams over the course of the project to facilitate and oversee the system build. This includes any tailored solutions identified by the project team needed to support your workflows.

**Detailed POS Liability Mapping –** Using the eligibility response detail your organization receives from payers, our team reviews the thousands of variances of the different copay, coinsurance and deductible types returned and maps those to specific liability categories.

**Enhanced Reporting –** GE Healthcare will review and deliver key Point of Service reports, including:

- Copay Accuracy
- Self-Pay Cash at Point of Service
- Self-Pay Account Receivable Days
- Average Self-Pay Write-Off Amount
- Collection Transfer Amount
- Percentage of Budget Plan Accounts in Default During Most Recent Statement Run

### Learn More

Contact us at [centricity.business@ge.com](mailto:centricity.business@ge.com) or 855-234-2984.

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