

CONIFER A/R  
MANAGEMENT



**Helping You:**

- Recover uncollected revenue and reduce future denials
- Uncover reimbursement for uncompensated care, reduce bad debt and improve cash flow
- Supplement your staff for a one-time clean-up project, system conversion or longer-term safety net initiative
- Improve yield and reduce aging accounts receivable
- Lower the cost to collect and improve patient satisfaction

## Improve Cash Flow and Resolve Outstanding Accounts Receivable

Improve cash collections and implement best-practice revenue cycle management processes and expertise applied directly to your A/R portfolio

### **YOUR BUSINESS CHALLENGE**

Your revenue cycle may perform well enough to keep your organization afloat today, but if your organization is like many others, the status quo can rapidly deteriorate as conditions change. Cash is critical to healthcare organizations when securing financing, strengthening a bond rating, or maintaining current operations. Likewise, if patient financial services staff is burdened with a complex system conversion, or lacks the bandwidth to tackle receivables in problematic financial classes, experienced staff augmentation may be necessary. With reimbursement rates tightening and patients' financial responsibility increasing, providers cannot afford to let A/R performance slip.

### **WHAT WE OFFER**

Conifer A/R Management services resolve outstanding accounts receivable with high-impact engagements that help you recover the revenue you've earned. Our solutions are designed to flex based on your cash goals and can focus on aging A/R in specific financial classes, or your entire A/R portfolio when your staff needs additional expertise and support. We help reduce your A/R backlog and assist you in implementing process, policy and system changes that will improve long-term performance.

Conifer Health helps organizations transition from volume to value-based care, enhance the patient experience and improve quality, cost and access to healthcare.

## **CONIFER** HEALTH SOLUTIONS®

**Hospitals & Health Systems**  
[ConiferHealth.com/Hospitals](http://ConiferHealth.com/Hospitals)

**Physician Groups**  
[ConiferHealth.com/Physicians](http://ConiferHealth.com/Physicians)

**Employers**  
[ConiferHealth.com/Employers](http://ConiferHealth.com/Employers)

Customize your engagement to focus on a short-term conversion or clean-up project, or choose to integrate with our world-class ConiferCore® Revenue Performance platform for a more long-term solution. With our skilled on-site and offsite resources and a process-driven approach, Conifer A/R Management consistently achieves resolution rates of greater than 95 percent of assigned inventory by:

- Tackling the complexities of your denials, underpayments, and government audits, identifying root causes for clinical, technical, or administrative denials
- Prioritizing and collecting third-party and self-pay receivables, and submitting unbilled claims
- Managing the patient financial services responsibilities to provide improved A/R operational performance
- Increasing clean claim submissions and reducing aging denials and underpayments

### **HOW WE'RE DIFFERENT**

#### **Solutions by hospital operators for hospital operators**

Conifer A/R Management is responsive to hospital operational needs because our revenue cycle management solutions were developed, tested and proven in one of the nation's largest healthcare systems. Our DNA is healthcare; we're not owned by payers, consultants, venture capitalists or technology companies.

#### **A/R workflow automation**

Conifer Health has developed and implemented nearly 40,000 automated decision points into our proprietary ConiferCore® Revenue Performance platform, which integrates seamlessly with your patient accounting system. These workflows were developed and tested based on the assessment of millions of actual hospital-processed transactions. These Six Sigma-based workflows automate work previously completed manually by collection staffs, allowing for both improved adjudication speed and operating cost reductions.

#### **Flexible, scalable A/R services**

We structure your accounts receivable engagement plan to meet your specific needs—and anticipate changes. With more than 11,000 revenue cycle experts on staff, we can deploy additional skilled resources to address your organization's needs in real time.

#### **Unsurpassed revenue cycle management experience**

Conifer Health's revenue cycle expertise is unmatched. We've handled collections for more than 30 years, provided services in more than 40 states and resolved more than \$29 billion in patient revenues in 2015. The depth and breadth of our experience means there is virtually no A/R scenario we haven't handled and successfully resolved.

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