

# PFS Solutions Overview Brochure.



## Ensure Patient Satisfaction with PFS Group:

At PFS Group, we're committed to answering your patients' questions with compassion and clarity to resolve your accounts receivable balances quickly and eliminate patient complaints. Many of our dedicated staff are certified with AAHAM and have excelled in the CRCP and/or CRCE examinations to ensure your patients' concerns are addressed, while increasing your hospital's return on investment.

### Patient Balance Management

- Live, personal interaction with experienced customer service representatives
- Real-time translation for all languages
- Complete system redundancy to prevent downtime
- Proven and compliant work-flow processes
- In-house modeling for presumptive charity
- Competitive prices
- Superior results guaranteed, with references for your review
- Custom-tailored outreach strategy driven by AI and ML technology

### PatientRev® Online Payment Platform

- Seamless integration with your existing payment gateway and merchant processor
- Hospital branded and fully integrated into your website to maintain consistent transparency
- Online access to statements
- Pay-by-Text and email payment alerts
- Customized payment options
- Best-in-Class Security: PCI and HIPAA compliant

### Insurance Management

- Cash flow acceleration
- Experience with all patient accounting systems and payers
- Short-term engagements and long-term partnerships
- Extended business office – government and insurance account resolution
- Insurance cash flow support
- Reduce the number of days in accounts receivable through single-call resolution
- Decrease denials via KPI tracking
- Resolve government accounts to ensure accurate reimbursement is received, including Medi-Cal, Medicare, and Medicaid

### Conversion Assistance Programs

- Accounts receivable liquidation services
- Cash flow optimization for seamless software integration
- Dedicated resources for 100% legacy accounts receivable resolution to allow for staff transition to preferred system
- Complete account resolution targeted within 12 - 15 months

# Experienced Team, Results Oriented

- With over 500 staff members, we have the resources and scalability necessary to dedicate experienced account specialists.
- The most advanced technological infrastructure to automate and maximize account workflow.
- Insurance early-out styled programs that manage more than \$3 billion of current A/R.
- Proven track record of assisting high performing health systems to achieve their goals.



## The PFS Group Difference

We believe that experience counts, especially when it comes to new technologies. We apply rigorous, data-driven testing and hard-won industry wisdom to everything we do: whether that is adopting new technologies or adapting our processes to a changing landscape. With PFS Group, we assure high-quality service and ensure your patients a frictionless financial experience.



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