



HME Accounts Receivable Assessment

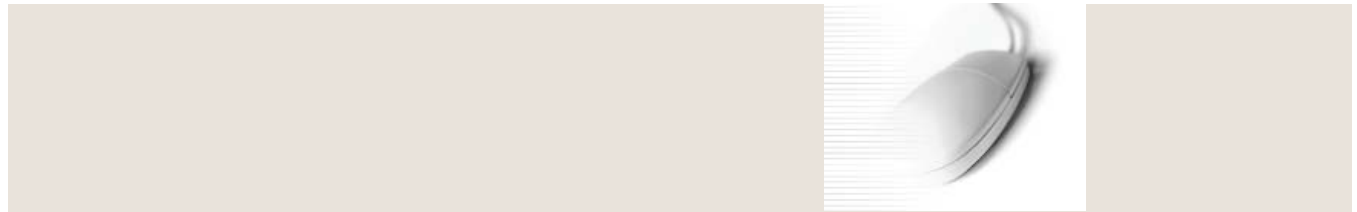
With CareCentric's Accounts Receivable Assessment, MestaMed® and DME VI users who are experiencing excessive receivables or having difficulties collecting outstanding revenue will understand the source of the problems and what they can do to rectify the situation. The assessment is an in-depth review of the A/R system with emphasis on daily operations of cash and collection tools.

Assessment Scope

Our experts target all the operationally critical areas of A/R to assist you in improving your processes and use of your CareCentric system. The assessment involves on-site, in-depth interviews of key personnel geared to understanding your daily cash and collection operations, and how you are currently using your CareCentric software. Following the on-site assessment, you will receive a detailed report of our findings and recommendations that will address overall usage, suggested changes/improvements to workflow or procedures, as well as training needs.

The assessment includes a review of:

- Cash receipts
- Relevant master files (insurance, status and reason codes), standard notes, reports, options/parameters
- All transaction types:
 - › Allowable adjustments/MACS
 - › Processing denials and co-pays
 - › Partial payments
 - › Deductibles
 - › Interest payments
 - › Unapplied credits/cash
- Entry/posting procedures
- Claims management
 - › Status codes
 - › Print options
 - › Mass resubmission
- A/R follow-up letters
 - › Set up and use (insurance master file, parameter)
 - › Inquiries, reviews, fair hearings
- Resubmitted invoices
- A/R mass write-off
- Aged trial balance and other A/R reports to use for collection efforts



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Assessment Deliverables

At the end of the assessment, you will receive:

- Assessment findings document
 - › Executive summary—condensed version of audit findings designed for executive-level discussion focused on the highlights of system review findings and recommendations
 - › Detailed review and analysis of findings
 - › Recommendations for changes and improvements, including both system and/or service training needs
 - › Review of areas of expected savings
- Web presentation summarizing assessment findings

What's Required of You

Our assessments are based on working together with your staff to understand your current business processes and how you currently use your CareCentric software. To ensure a successful audit, we would require your assistance to:

- Provide access to key personnel during the interview stage
- Provide facilities for any on-site meetings
- Provide access to appropriate staff for the findings presentation