



Patient Contact Services

Among the major trends affecting healthcare payments is the continued increase in patient responsibility. As a result, both patient liability and bad debt are on the rise and healthcare providers are experiencing unprecedented revenue and margin pressure. Hospitals and clinics have become similar to retail organizations that need to provide their consumers with access to payment capabilities at point of service, via the web, through payment plans, and more.

The GeBBS patient contact services improve patient satisfaction, while lowering your costs and increasing revenue. Value-added contact solutions include: scheduling, eligibility verification, and pre-authorization; patient call center; and self-pay collections.

Pre-Bill

Scheduling Services

- Trained RNs on staff
- 40% lower costs
- 12x7 service

Eligibility & Benefits Verification

- 30-minute turnaround for emergent cases
- 99%+ accuracy
- Manual & automated solutions
- Specialty-focused service

Authorization

- 99%+ accuracy
- Manual & automated solutions
- Authorizations obtained for scheduled appointments 48 hours in advance

Patient Counseling Services

- Advising patients on insurance coverage
- Trained RNs on staff
- Collecting co-pays & deductibles

Post-Bill

Patient Statements

- Customized statements
- Compatible with leading patient management systems
- Return mail/proof of delivery services

Analytics - Propensity to Pay

- Higher effectiveness scoring model

Outbound Early-Out Collections

- 18% higher collections
- 37% lower bad debt ratio

Inbound Patient Services Call Center

- Over 400 W-2 employees
- Scalable capacity to handle 10,000+ calls/day
- 40% lower costs per call
- Over 75% first-call resolution
- Under 2% abandon rate
- 85% of calls answered within 20 seconds
- Average speed-of-answer, under 5 seconds

Outbound Digital Messaging Campaigns

- TCPA & FDCPA compliant

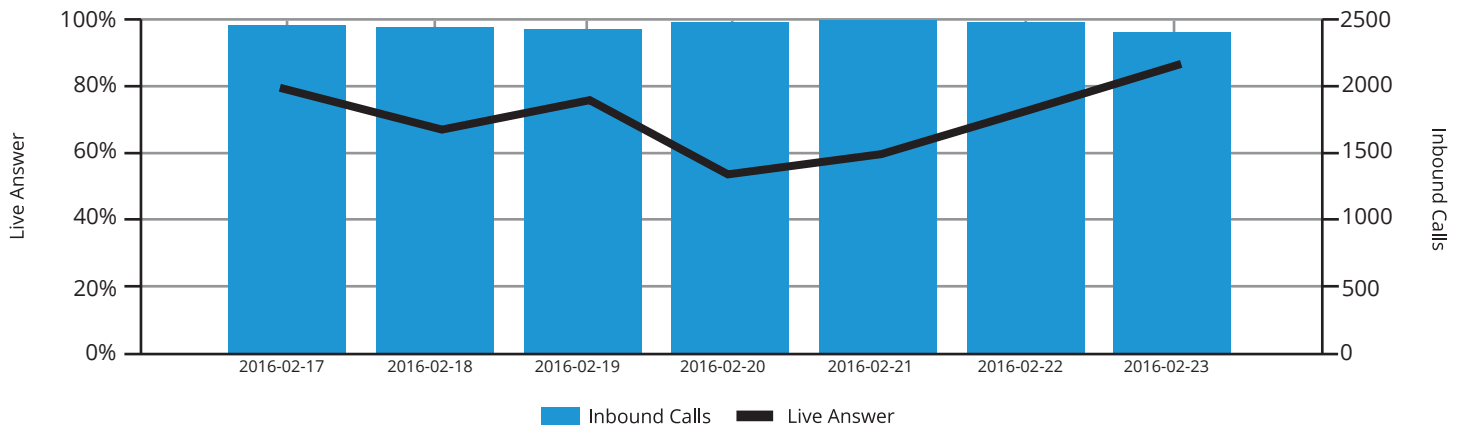


Patient Call Center

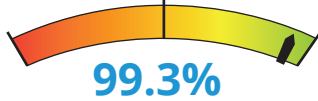
The GeBBS state-of-the-art call center in Manila, Philippines exclusively handles patient financial support services. It offers the infrastructure needed to handle call traffic volatility. Experienced healthcare billing staff provides quick resolution to patient issues and queries.

Live Answer: 99.3%

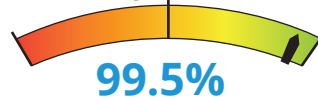
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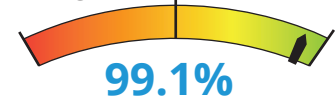
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Scheduling

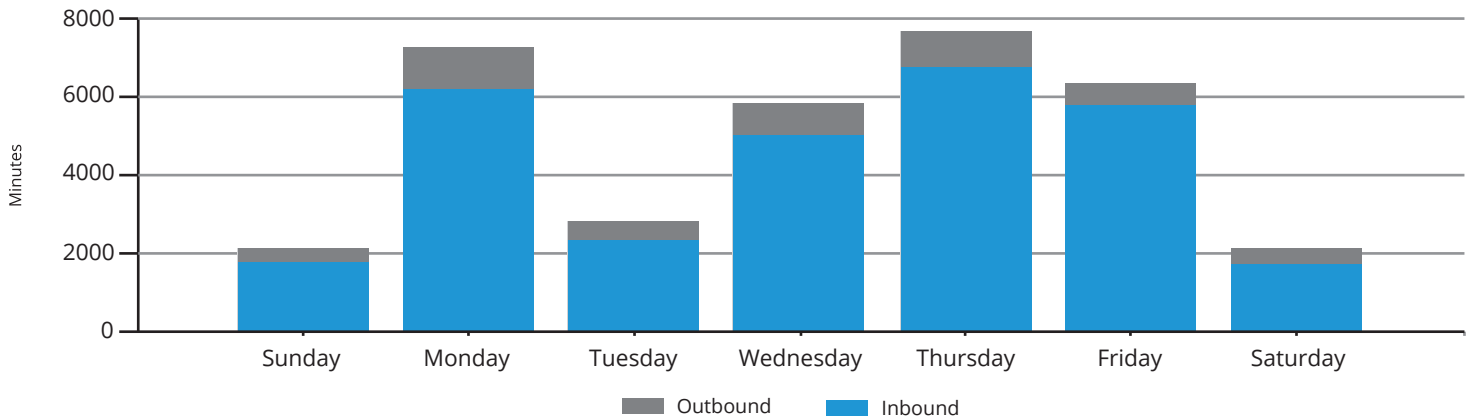


Billing



GeBBS leverages technology and workforce management to reduce abandonment rates and increase first-call resolution. Whether we're processing a payment, scheduling appointments, or addressing a balance inquiry, our call center representatives provide a customer-focused approach leaving patients feeling respected.

Time on Phone



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