

UW Medicine retains Cymetrix for extended business office services

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SEATTLE – Cymetrix, a leader in providing hospitals and healthcare networks with comprehensive revenue cycle management solutions, announced a collaboration with UW Medicine to provide self-pay accounts receivable management services. Cymetrix's experience with the Epic patient accounting system and its proven ability to increase the collection of self-pay balances was instrumental in UW Medicine's decision to select Cymetrix.

Like many hospital systems across the country, UW Medicine was looking for a partner to make a positive impact on its internal efforts to effectively collect from patients with inadequate or no insurance. Cymetrix's commitment to excellence including customer and patient satisfaction was a top requirement for UW Medicine and will be instrumental in the development of a collaboration focused on serving patients.

"Cymetrix is one of the few companies that is certified and trained on Epic and we're confident that its expertise and technology will blend seamlessly with our team to manage our patient liability collections, while at the same time be completely transparent to our patients," said Charles Brown, Associate Administrator of Revenue Cycle at UW Medicine. "With our recent system conversion to Epic, we saw Cymetrix's ability to manage accounts efficiently while enhancing patient satisfaction as critical to our success."

"Our patient financial service specialists and comprehensive revenue cycle management solutions are designed to help hospitals and healthcare providers achieve better revenue cycle performance, lower costs, and leverage technology with a seamless revenue cycle process," said Vice President of Western Region Sales Satchel Kiefer. "Our self-pay solution has shown proven results with other hospitals in the North West and across the country. It is a transparent solution that provides optimal financial results and improves patient satisfaction for hospitals seeking an efficient and effective way to better serve the growing population of self-pay patients."

Cymetrix will provide services to two of the three medical centers in the UW Medicine system, UW Medical Center and Harborview Medical Center. UW Medical Center is one of the nation's top 100 hospitals according to US News and World Reports 2010. Harborview is a world renowned Level One adult and pediatric trauma and burn center.