



Cymetrix

## INTRODUCING THE ADAPTIVE REVENUE CYCLE MODEL

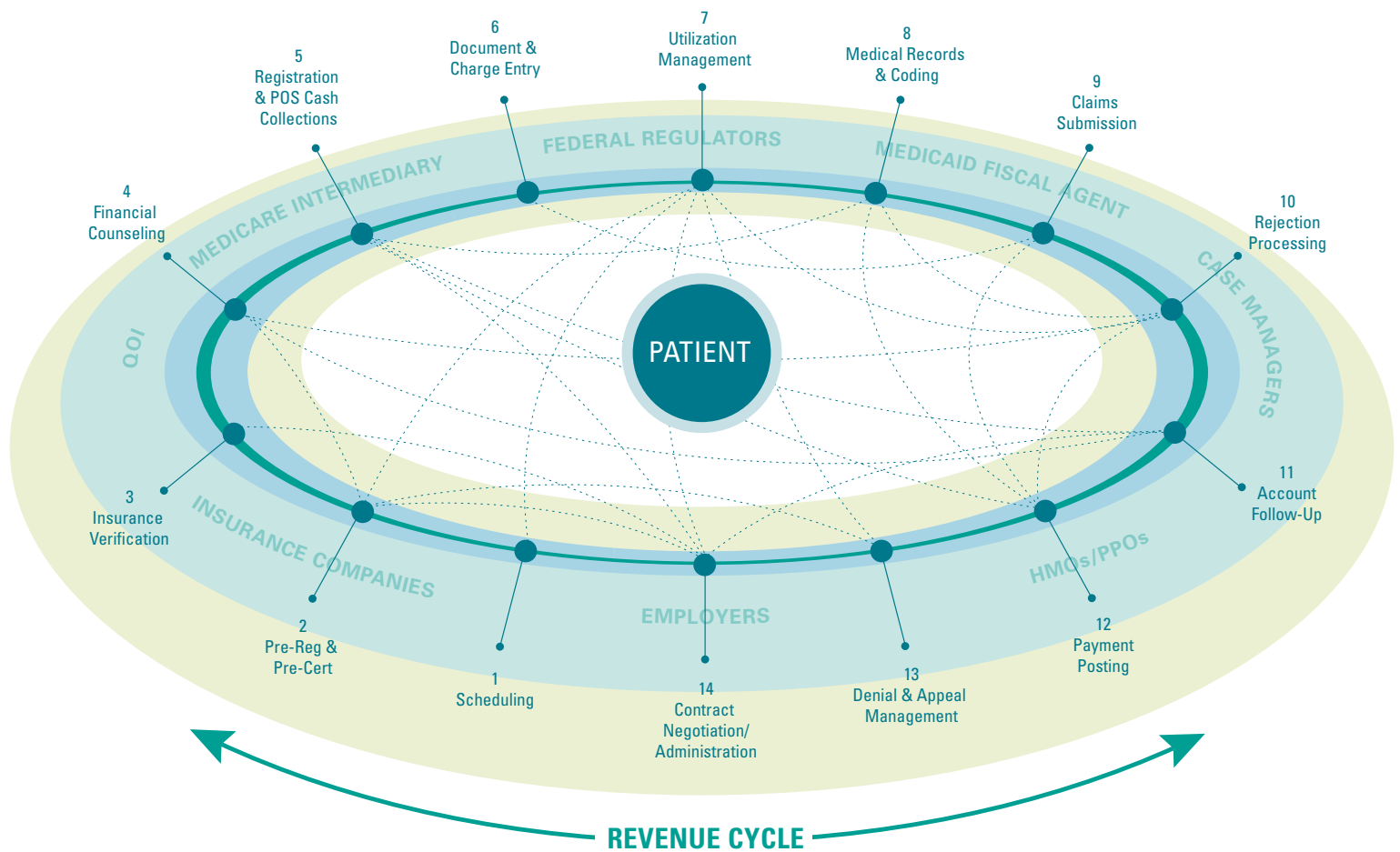
Transforming challenges into profitability and performance



# DELIVERING PROFITABILITY AND PERFORMANCE IS MORE CHALLENGING THAN EVER

Turning the challenges you face into opportunities you can leverage takes a partner who's been in your situation. A partner with comprehensive, first-hand knowledge of the complex interdependencies that link every aspect of your hospital's revenue cycle. More than that, it takes a partner whose people, technology and process methodology have a proven track record of delivering real-world revenue cycle improvements.

## COMPLEX, INTERDEPENDENT REVENUE CYCLE



# ADAPTIVE SOLUTIONS FOR LONG-TERM REVENUE CYCLE IMPROVEMENTS

Increase your cash collections as a percentage of net revenue  
Decrease DNFB days and improve coding quality  
Optimize reimbursement and accelerate cash

## UNIQUE CHALLENGES:

**Because Cymetrix is run by experienced hospital executives solely focused on healthcare, we can address your challenges:**

- You're constantly pushed to reduce cost and increase margins.
- Dollars slip through your fingers due to system-wide revenue cycle shortcomings.
- An objective assessment by trained professionals may be required to identify these deficiencies.
- In-depth understanding is essential to bridging the gap between people, process and technology.

## KEY QUESTIONS:

- Where are the hidden opportunities to enhance cash flow?
- How do I reduce the "cost to collect" while uncompensated care and payer denials are on the rise?
- How can we leverage analytically based data to improve payer negotiations that have a positive effect on my bottom line?
- Are we effectively and consistently using our tools and resources to sustain maximum revenue cycle performance?
- What can we do to identify and manage revenue cycle deficiencies before they spiral out of control?
- Is my current revenue cycle strategic plan and tactical approach on target?

How can you find the answers to these and other questions that profoundly affect your profitability and performance?

The Cymetrix Adaptive Revenue Cycle Model holds the key. Implemented by experienced people employing proven processes and technology, it offers flexible solutions to systemic revenue cycle shortcomings. Solutions that have increased cash flow and lowered expenses in hospitals across America.

# THE ADAPTIVE REVENUE CYCLE MODEL TACKLES SYSTEMIC PROBLEMS AT THEIR SOURCE

Addressing the revenue cycle's central relationship to your operations, Cymetrix provides comprehensive solutions tailored to minimize barriers to adoption throughout your organization. Its flexible Adaptive Revenue Cycle Model accommodates your own specific requirements with precisely the resources you require, encouraging rapid adoption by all elements of your team.

## GAP ANALYSIS

**Detects cash slipping away today that your team or current vendor hasn't identified.**

- Proprietary methodology, plus best practices and industry standard Key Performance Indicators (KPI), identify root causes of systemic problems.
- Experienced analysts establish benchmarks for target improvements, then assemble the optimum resources to achieve the desired results.
- Immediate revenue cycle process improvements are implemented by staff, leveraging proven methodologies and technologies.

## ADAPTIVE SOLUTIONS

**Provide the optimum degree of Business Process Outsourcing, from comprehensive management of a complete process to selective partnering that supports existing functions.**

- Full review of functions and proprietary end-to-end solutions ranging from Patient Financial Services and Health Information Management to Patient Access.
- Vendor-neutral orientation draws on the best available sources.
- Recommendation of blended on-site, remote and offshore sourcing with appropriate technology, if required.

## IMPLEMENTATION PLAN

**Process/workflow and implementation plans establish a blueprint for change and the feedback essential to success.**

- Business process supervision and technology support to streamline operations and reduce costs and errors.
- Integrated staff and physician training for successful implementation of solutions.
- Integrated technology applications for enhanced efficiency.
- Communication and reporting for continuous and sustainable improvements.

## MEASURABLE RESULTS

**Constant monitoring of metrics drives sustainable performance improvement.**

- Clear, consistent reports to identify and measure performance, sources of problems, and appropriate intervention techniques.
- Reliable data provides tools for decision-making.
- Rapid analysis of implications throughout the revenue cycle process.
- Timely implementation of process enhancements.

# CYMETRIX ADAPTIVE REVENUE CYCLE MODEL



Our holistic approach identifies challenges, provides customized solutions, employs best-practices modeling and is driven by metrics to constantly improve every facet of the revenue cycle to achieve optimum results for your healthcare system.

# YOU ARE AT THE CENTER OF THE CYMETRIX PROCESS

Quickly achieving your strategic revenue cycle goals—thereby reducing our own revenue stream—isn't the counter-intuitive business strategy it seems.

## **We consider an investment in your future an investment in ours.**

- We build long-term relationships that become partnerships.
- We listen to your needs and act in your best interests, right from the start.

## **We limit your risk with:**

- Contingent fee solutions that include our process-improvement services.
- Flexible approaches to working with your customers and payers to be as aggressive or congenial as you desire.
- Reporting that supports directors within the hospital's financial organization.
- In-country outsourcing, allowing face-to-face training and knowledge-sharing.

## **Proprietary tools and feedback processes.**

- Dive deep to identify root causes and their system-wide interrelationships.
- Facilitate exchange of information between departments.
- Continuous mapping of metrics and monitoring of industry benchmarks enable quality improvement.

## **Leverage the strengths of a national organization.**


- Access volume discounts through nation-wide economies of scale.
- Adopt best-in-class processes from hospitals across the country.

## **It all starts and ends with people.**

- A team with more than 250 years of combined healthcare experience.
- Management that includes former hospital administrators, chief financial officers and directors of managed care contracting, as well as specialists in patient financial services, medical records/health information management and patient access.
- An industry-insider's approach to managing change.

The best answer for you may involve business process supervision or outsourcing, supplemental technology or better use of that which you already possess, or a blend of these approaches. Whatever you require, the Cymetrix Adaptive Revenue Cycle Model will deliver a solution designed to combine clearly established metrics with a structure that realistically accommodates your organization's ability to change—because only a successfully adopted solution provides a sure path to the sustained ROI you need to fund your hospital's mission.

For more information or a complimentary gap analysis to help increase your cash flow and lower expenses, please contact Cymetrix at **800-308-4940**.



Founded in January 2001 by a senior management team of career healthcare professionals, Cymetrix delivers innovative, customized revenue cycle solutions exclusively within the healthcare community. Cymetrix employs an Adaptive Revenue Cycle Model that addresses interrelated systemic challenges with the flexibility to conform to each client's specialized needs. This model forms the core of comprehensive, holistic solutions that integrate cost-effective processes and technologies with continuous process validation and improvement. Today, Cymetrix has more than 500 team members involved in domestic and offshore operations, and has provided productive revenue cycle solutions for hundreds of hospital clients across the nation.



Adaptive Revenue Cycle Solutions

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