

Patient Eligibility & Out-of-State Medicaid Services

Impacting Communities, One Patient at a Time





EligibilityAdvocates is a service solution designed to manage your self-pay population utilizing real-time coverage verification, our comprehensive program screening tool, and expanded on-site coverage hours. We utilize technology proficiencies to optimize one-on-one interaction with uninsured and self-pay patients.

We also offer an experienced off-site business office to provide out-of-state Medicaid enrollment, billing, and follow-up services. Our team becomes an extension of yours.

 **More Patient Engagement**

ELIGIBILITY



EXPANDED ON-SITE COVERAGE
including ED staffing
up to 24 hours / 7 days a week*
*Based on peak analysis



TECHNOLOGY-ENABLED ADVOCATES
software providing real-time coverage discovery and program screening



HIGHER PERFORMANCE STANDARDS
EVERY account is worked across all areas - Inpatient, Outpatient, and ED - and closed within 30 days

REDEFINED



MORE PATIENT ENGAGEMENT
home visits and in-person interaction increase conversion rates



FORMS AUTOMATION
improves efficiency - eliminate handwritten applications while assuring privacy compliance



FULL TRANSPARENCY
in real-time reports with account alerts



MAXIMIZE REVENUE

- DSH
- 340(b)
- Disability
- Patient Responsibility

 **Performance-Based Pricing**

ON-SITE PATIENT ELIGIBILITY & ENROLLMENT

EligibilityAdvocates' on-site self-pay eligibility service supports patient advocacy and reduces uncompensated care. On-site patient advocates and technology facilitate real-time coverage detection, eligible program screening, and timely account appropriation.

- Home visits and transportation provided as needed
- Experts in authorizations (pre and retro)
- Disability screening and enrollment
- Charity screening and enrollment
- Patient responsibility and cash collections
- Experts in DSH and 340(b)
- EVERY account is worked
- Financial counseling call center



BEDSIDE SCREENING

Our advocates are equipped with convertible laptops or tablets that are HIPAA-compliant, allow for face-to-face interaction with the patient, and facilitate bedside screening using Advocator^{AI}.

ADVOCATOR^{AI}

Advocator^{AI} is our patient screening tool, designed to identify existing coverage or alternative funding sources for patients' medical bills while supporting patient advocacy through financial counseling and assistance. Our coverage discovery utilizes historic data and clearinghouses to find any coverage a patient may have.



OFF-SITE SERVICE CENTER

Secondary Eligibility • Out-of-State Medicaid • Billing • A/R Recovery

EligibilityAdvocates' off-site service center provides support to our customers and on-site teams. Our off-site staff members are experts in out-of-state Medicaid, claims resolution, government regulations, payer regulations, compliance laws, and coding requirements. Their mission is to ensure healthcare providers and organizations are reimbursed accurately and timely for the services provided.

A REMOTE EXTENSION OF YOUR TEAM

- Maintenance and monitoring of credentials – prevents expirations and deactivation
- Early determination and our single point allocation allow for more Medicaid conversions, higher remittance and quicker reimbursement with account transparency
- Close all out-of-state Medicaid accounts in less than 180 days in most cases; aging report provides transparency for final determination
- Bill and follow-up for all payer accounts on behalf of the hospital; option to bill externally or within your system

TECHNOLOGY

Our technology solutions enable our patient advocates to serve your patients with care and efficiency. While our technology works behind the scenes, they can focus their full attention on addressing the needs of each individual patient.

Our solutions can seamlessly integrate with your current technology systems. We also provide you with near-real-time custom dashboards and reports that can drill down to account-specific information.



IN-PERSON ADVOCACY IMPROVES THE PATIENT EXPERIENCE



For More Information

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