



## **Business Process Outsourcing Solutions**

MiraMed pairs healthcare industry experts with world-class processes, infrastructure and technology to deliver meaningful and measurable results for outsourced business processes.

MiraMed delivers value by "extending your organization" with our business process outsourcing services. We blend our expansive healthcare industry knowledge, operational excellence, partnership approach and a wide array of business services to provide our clients with a one stop business process outsourcing solution.

MiraMed provides performance improvement strategies for a multitude of business back office functions. We offer healthcare providers a wide spectrum of services for payment posting, data entry, charge capture, claims submission, customer services patient outreach and provider enrollment. The flexibility we offer our clients, our diligent efforts and the positive results we produce for our clients are primary elements that separates us from our competition.

MiraMed is one of the first global providers to offer services that exclusively focus on healthcare business practices. We remain dedicated to a single mission: help our clients improve efficiency, increase productivity, reduce costs and deliver measurable results.

We offer the following business process outsourcing solutions:

### **Payment Posting**

Posting payments is a critical function of the revenue lifecycle. At MiraMed, we ensure that our clients collect the correct amount of revenue generated by the billing process. We offer our clients payment posting services that help reduce costs, save time and improve the productivity of traditional payment posting processes.

MiraMed offers a streamlined workflow that maximizes efficiency. Accurate payment posting is a critical business function that can have a major impact on patient satisfaction, efficiency and overall financial performance. You can count on MiraMed to provide you with payment posting services that meet your expectations. We post insurance checks from explanation of benefits (EOBs), patient payments and various other provider records.

## **Data Entry**

MiraMed provides accurate and timely data entry solutions for a myriad of healthcare provider organizations. We offer a tenured and experienced team that has the capacity to handle large volumes of data entry and analysis. Outsource your data management work and focus your attention on your core business.

MiraMed's goal is to become a seamless extension of your back office staff. We provide industry leading client service and deliver quality data entry output that is error free and returned on time, every time.

We offer an assortment of services that turn your documents into useful data rapidly and efficiently. We've developed customized processes from the initial scan of data to the final output.

Our data entry services are expertly fulfilled from our Chennai, India operation center. Our competitive pricing and excellent service has elevated us as healthcare's BPO industry leader.

## **Charge Capture**

MiraMed puts the proper internal controls in place to capture the right data for all of your claims submissions. Our internal processes leverage reporting functionalities that help identify and capture unbilled or missing charges so you are assured to receive the correct and proper revenue reimbursement.

MiraMed provides charge capture services that enable a high level of accuracy and reduced lost charges. Our service saves healthcare organizations valuable time and resources by reducing claim denials, increasing revenues and helping avoid unnecessary billing costs. We deliver solutions that give our clients the flexibility to focus their staff's time on higher impact business office activities.

## **Claims Submission**

After a billing encounter, the provider gathers all relevant information, intake forms and the proper services documentation and submits the claim for payment. This is a time-consuming and labor intensive process. For more than three decades, MiraMed has been submitting claims to government and commercial payers on behalf of provider clients. Let MiraMed help you with your claims submissions.

MiraMed provides claim submission services to help providers streamline their management of insurance claims. Our segmented process assigns claims to specific employee teams based on pre-identified criteria. This proprietary strategy maximizes performance through the entire submission process.

## **Customer Services Patient Outreach**

Customer service patient outreach solutions offered by MiraMed have the flexibility and customization needed to improve patient communication and create better healthcare outcomes.

Every successful healthcare organization has increased its focus on improving the patient experience. MiraMed offers customized patient outreach services which address the distinct needs of each provider.

Our personalized patient outreach services include:

- Discharge Care Calls – Make discharge calls to all of your selected patients to help prevent unnecessary future treatments and costs.
- Disease Management Calls – Reach patients to follow-up with disease management programs focusing on chronic diseases.
- Promoting Hospital Programs – Patient follow-up calls offer opportunities to engage the community to relevant hospital activities.
- Event Follow-Up Calls – Make post event contact calls to keep patients engaged for future provider sponsored events.
- Patient Satisfaction Calls – Deliver scripted, customized calls to survey patients about their experiences at the hospital and the service they received by a specific physician or department.

The benefits of initiating MiraMed's patient outreach solutions are:

- Gather pre-admission information to reduce no-shows
- Schedule patient visits
- Increase patient engagement
- Reduce readmissions
- Monitor post-discharge care efforts
- Promote wellness and preventive medicine
- Capture valuable referral and payment data
- Drive meaningful use adoption

## **Provider Enrollment Services/Medical and Physician Credentialing Services**

Provider enrollment and physician credentialing is required to allow practitioners to provide services to their patients. MiraMed submits enrollment applications and the associated documentation on behalf of the provider organization to keep its physicians' records updated.

MiraMed eliminates the issues surrounding provider enrollment and medical and physician credentialing. We take care of the expansive paperwork, eliminate confusion and follow-up with insurance companies and continue until the job is finished. Trust MiraMed's professional staff to help with the difficult process of provider enrollment and medical credentialing. We simplify the process for you and get the job done right.

We provide services for:

- Commercial insurance provider enrollment and credentialing (i.e., Aetna, Anthem, BCBS, CIGNA, TriCare, Humana, UnitedHealthcare and many more!)
- Medicare and Medicaid provider enrollment and credentialing
- Medicare revalidation
- CAQH registration
- NPI registration (Type I and Type II)

Proven business processes and proprietary technology,  
all managed by the best people in the industry.  
Together we are:  
The Global Leader in Healthcare Business Services

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