Accelerate Reimbursement, Reduce Labor Costs, and Improve Client Satisfaction

The XIFIN RPM Client Portal is a secure, web-based portal that improves engagement with referring physicians by providing the ability to review and pay invoices, access test pricing, correct billing errors, upload patient billing documents and easily manage nursing home billing. This increases physician satisfaction, reduces errors, and speeds reimbursement.

BioReference Laboratories has almost 3,000 physicians using the XIFIN Client Portal. Obtaining corrected or missing information from physicians has been reduced from 90 days to 20 days.

Many medical claims begin the billing process with errors that need correction before being submitted. In the absence of automation such as web services (digital exchange of data) or portals, this results in costly manual intervention, delayed filing, and millions of dollars never collected.

Conversely, diagnostic providers, health systems, and specialty physician groups who offer easy-to-use tools to their clients speed up and maximize cash collections.

View and Pay Bills: e-Invoices

The XIFIN RPM Client Portal allows orders to be set up as "client bill" to be accessed by physicians and staff any time.
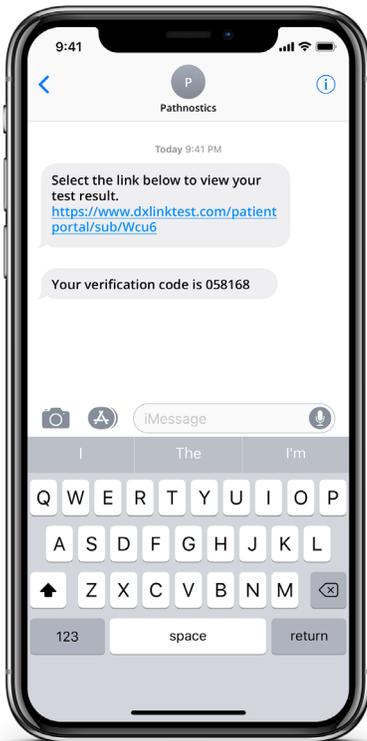
- e-Invoices can be reviewed at the line-item level and paid via the XIFIN Client Portal.

- Notifications are sent to clients when new invoices are available.

- Clients can see balances, drill down into past invoices, and preview charges that have accrued but have not yet been billed.

- Invoices can be paid in bulk or individually, and payments made through the portal are automatically posted.

- XIFIN's Quick Pay option allows clients and staff to pay invoices while hiding protected health information from view.

Correct Billing Errors

The XIFIN Client Portal improves billing workflows by allowing the editing of claims prior to the submission process. Billing errors that could stop a claim from being reimbursed can be identified and corrected at order creation using claim validation tools.

- Claims with errors are posted on the portal and an email notification is sent to alert staff of a pending error that needs correction.

- The posting includes a clear explanation of all errors, and the system will not allow for the resubmission of claims with uncorrected errors.

- Corrections made by the physician office staff are made directly within the portal and corrected claims follow automated workflows, further speeding the correction/submittal process, without requiring diagnostic provider staff intervention.

XIFIN®

XIFIN Portals Improve Engagement & Speed Error Correction

Clients
- **Billing Error Correction**
- **Interactive Statements**
- **Payments**
- **Document Upload**
- **Eligibility**
- **Patient Responsibility Estimation**
- **Billing Assignment**

Patient Service Center
- **Eligibility**
- **Collect Patient Co-Pays and Prepayments**
- **Patient Responsibility Estimation**

Patients
- Interactive Statements and Paperless Billing
- Patient Responsibility Estimation
- Payments and Payment Plans
- Test Results
- Prepayment

Physicians
- Collaboration & Consultation
- Test Information/Results
- Clinical Decision Support
- Eligibility
- Statements
- Order Entry

Eligibility and Patient Out-of-Pocket Estimator

The patient responsibility estimator uniquely leverages the important data required to more accurately calculate the forecast of patient responsibility.

- The XIFIN RPM platform produces this information by mapping current CPT-level costs, by payor, to real-time patient eligibility information.

- Out-of-pocket costs are displayed as they would be in an explanation of benefits, along with copay, coinsurance, deductible, and remaining deductible information.

- Email and text notifications can be utilized to notify patients when patient estimations are ready to be viewed.

- Providers have the flexibility to communicate the out-of-pocket responsibility while the consultation with the patient, or via self-service through the patient portal.

- Patient credit card and ACH payments may be collected in advance of diagnostic provider services performed.

Upload Documents

- Clients can easily upload patient insurance card copies, medical records and other requested documentation

- XIFIN utilizes malware scanning technology to ensure uploaded documents are virus-free.

Make Billing Assignments

For ordering entities that work with nursing homes, waiting for a census to determine assignments of tests to Medicare Part A or Part B, or those for private insurance, can delay claims submissions. Manually entering information delivered via spreadsheet increases the exposure to costly clerical errors. In this environment, patients can alter census by the hour, and it is a time-consuming, error-prone process to track.

With the XIFIN RPM Client Portal billing assignment functionality, staff can manage census in real time and conduct billing assignment at a line-item basis.

The XIFIN Client Portal helps healthcare entities more deeply integrate communication and data exchange with ordering physicians, their patients and you as the diagnostic service provider. Processes are streamlined, manual intervention is minimized, and claims are filed cleanly and quickly.

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