

XIFIN RPM – Managed Services

# Delivering an Effortlessly Up-To-Date Revenue Cycle Management Process



## RCM MANAGED SERVICES

- > Data Logic Maintenance
- > Electronic Data Interchange
- > Payor Relations
- > End-of-Month Financial Management Package
- > Business and Financial Analysts

Keeping your revenue cycle management (RCM) process optimized and updated with the latest payor edits, data logic, regulatory compliance requirements, and industry best practices is a painstaking process. However, if not properly managed, it can leave you vulnerable to errors or omissions. That's why an RCM partner that provides proactive managed services is so critical.

---

XIFIN's 100% reconciliation policy takes advantage of all electronic submissions, acknowledgements, and remittance advice so that problems can be quickly identified and rectified.

---

### **XIFIN Managed Services, exclusive to XIFIN RPM, provides:**

- Automatic and timely system releases that include key compliance and data logic, as well as any other critical updates, to ensure your XIFIN RPM platform is as current as possible
- Regular maintenance of the technology infrastructure so that your XIFIN RPM system runs smoothly
- Ongoing and proactive management of submissions, processing, and data exchanges, so that you can focus on providing diagnostic services to your patients

### **Ongoing Maintenance of Data Logic**

XIFIN manages the ongoing maintenance of data logic, including ICD-10 and CPT codes, LCDs, NCDs, ZIP Codes, Medicare and Medicaid fee schedules, remittance advice and adjustment codes, state level

no-markup or disclosure rules, as well as daily processing and management of all online submissions.

### **100% Reconciliation**

XIFIN follows a policy of "100% reconciliation," which includes all electronic submissions, acknowledgements, and remittance advice. Reconciliation is critical to gain the visibility your team needs to identify problems and rectify them as quickly as possible. XIFIN maintains an electronic data interchange (EDI) team that is the "first responder" for all rejected claim files. This team works directly with health plans (payors) and clearinghouses to resolve rejected claims on your behalf.

### **Electronic Data Interchange (EDI)**

XIFIN's EDI team is responsible for securely moving relevant files back and forth between payors and clients, ensuring everything is tracked and



## Your Client Success Manager:

- ✓ *Is committed to your success*
- ✓ *Teaches onboarding training for supervisors and end users*
- ✓ *Actively helps you optimize and keep your performance on track*
- ✓ *Reviews your quarterly metrics*
- ✓ *Conducts an annual site analysis*

---

On average, clients see a 4% increase in cash after attending a XIFIN Boot Camp

---

correctly reconciled, and loading it back into the system at the line item level. The XIFIN EDI team knows where a claim is in the process, at the procedure code level. XIFIN maintains multiple monitoring tools that enable identification of rejected files and denied claims, and also help us identify any systemic issues that need to be resolved.

### Payor Relations

With more than 3,000 payors, it's virtually impossible for a single provider to keep up with them all. Because of the volume of claims XIFIN processes, our payor relations team has visibility across these payors. As your advocate, the XIFIN team may identify problematic payor changes or errors, raise these issues with the appropriate parties, and advocate on your behalf.

### Business and Financial Analysts

XIFIN helps our clients gain full advantage of our rich set of business intelligence (BI) reports, dashboards, and benchmarks by providing access to BI specialists and financial analysts. In addition, these experts help you get up to speed quickly and make maximum use of the extensive BI capabilities available to you. Premium BI capabilities that include machine learning-enabled business intelligence analytics and data visualization as well as data exportation and aggregation are available at an additional cost.

### End-of-Month Financial Management Package

At the end of each month, after you close out your billing, XIFIN conducts the financial activities your CFO and controller need, such as:

- Balancing your financials

- Conducting a financial analysis
- Providing you with the data you need to book your revenue, bad debt, cash, and accounts receivables into your general ledger

This is one less thing your finance team needs to worry about each month.

### Named Client Success Managers

As a XIFIN Client, you have a named Client Success Manager (CSM) assigned to your account. The CSMs are subject matter experts who deliver added value. Working with your billing and management team, your CSM helps you optimize your workflow practices for maximum efficiency and revenue contribution. They employ scorecards and benchmarks to assess diagnostic provider performance, and they conduct periodic in-depth reviews designed to uncover potential opportunities for growth and improvement.

XIFIN's client success team works on your behalf to ensure peak system performance and that you get maximum value out of the XIFIN solution, which in turn generates maximized clean claim submissions, and faster collection of cash.

### XIFIN RPM Boot Camp

XIFIN RPM Boot Camp is an invaluable opportunity to maximize the value of your investment in revenue cycle optimization. With targeted best practices and hands-on tutorials covering use of the software, process optimization, workflow insight and business intelligence reporting and analytics, XIFIN RPM's in-person and on-site Boot Camp will help your organization quickly maximize revenue as well as reimbursement and workflow efficiencies.



General: 858.793.5700  
Sales: 858.934.6364  
info@XIFIN.com  
www.XIFIN.com

---

For more information, visit  
[www.XIFIN.com/ManagedServices](http://www.XIFIN.com/ManagedServices)

---