An increase in patient responsibility across almost all insurance plans means that collecting fees from patients is increasingly important to a laboratory’s bottom line. XIFIN iNet™ for Patient Service Centers gives labs with interoperable registration systems the ability to identify and capture patient fees up front, at the time of service.

Determining balances due from patients and error processing are two activities that traditionally have been confined to the billing department. Registration systems that leverage XIFIN iNet enable labs to move these activities out to the Patient Service Center (PSC). This allows the lab to collect co-pays, deductibles, and outstanding balances while the patient is present. Additionally, incorrect demographic data can be corrected, avoiding costly, time-consuming follow-up correspondence. The result is an increase in collections and a decrease in both Days Sales Outstanding (DSO) and the cost of error processing.

**XIFIN iNet: Architected for the Future**

*Keep pace with the rapidly changing healthcare landscape*

**INTEROPERABLE:**

Enable sharing of data between disparate and distributed systems

**INFORMATIVE:**

Leverage interoperable systems to provide real-time seamless data sharing

**INTELLIGENT:**

Take action on newly-discovered insights; leverage it to automate future decisions and process improvements

**INSTANTANEOUS:**

Quickly adapt to changing regulations and standards

---

**BENEFITS**

Capture the right information at the right time
- Enable service center staff to inform patients of their payment responsibilities and collect payment
- Increase payment rates
- Decrease costs for bills and dunning cycles

Submit claims and receive reimbursement faster
- Fewer errors and FTE hours spent cleaning claims
- Larger percentage of clean claims up front
- Less error processing correspondence
- Fewer labor-intensive one-off updates
XIFIN iNet for PATIENT SERVICE CENTERS USE CASE

Improve efficiency and up front collections

A US laboratory implemented Atlas Medical’s LabWorks® with XIFIN iNet for Patient Service Centers embedded to aggressively drive costs down and increase efficiency. Using the combined interoperable solution from both partners, the laboratory gains a significant increase in cash collections and a noticeable reduction in DSO and internal costs.

BACKGROUND

A XIFIN customer processing about 250,000 accessions annually from its Patient Service Centers (PSCs) was looking to decrease its costs and better capture the ever-increasing patient responsibility portion of its revenue.

SOLUTION

By adding XIFIN iNet for Patient Service Centers to the Atlas LabWorks order entry system at its PSCs, the laboratory expects to increase its cash collections by over $270,000 annually, as well as decrease its annual costs by over $20,000—an overall benefit of nearly $300,000 annually. Because the new XIFIN iNet capabilities are deployed to the PSCs as part of a normal LabWorks upgrade, the transition is clean and simple.

BENEFITS

• Greater percentage of patient responsibility is collected at the time of service, eliminating costly and time-consuming follow up bills to the patient.
• Increased deployment of electronic order entry reduced errors and the workload for the lab.
• Virtually eliminate error processing correspondence needed to correct subscriber information.

Easily view all charges associated with an order. View and collect outstanding balances for co-pay, deductible, or previous balances while the patient is present.

XIFIN iNET WEB SERVICES

A host of XIFIN iNet Web Services offerings are available from XIFIN to flexibly extend billing functionality out to EMR, LIS, RIS, CPOE, and other systems. These services reduce the workload on billing staff by reducing duplicate data entry and allowing more self-service functionality. They also increase revenue by automating error processing and allowing 24/7 access to billing information and payment options. And by allowing other systems to leverage RCM functionality, the XIFIN iNet platform enhances those systems’ usability.

INTERNAL IT SERVICES

Optimize communication between internal systems, minimize effort and errors

• Reduce file maintenance costs
• Decrease data entry errors
• Speed updates and reimbursements

PATIENT SERVICES

Increase collection rates and patient satisfaction by providing 24/7 access to real-time account information

• Increase patient payment rate
• Reduce routine patient calls
• Improve patient satisfaction

PHYSICIAN SERVICES

Increase customer satisfaction, reduce workload, and save money

• Real-time order validation
• Automated error processing
• Fewer manual processes

PATIENT SERVICE CENTERS

Improve cash collections, reduce workload

• Real-time order validation
• Collect co-pay, deductible, and outstanding balances
• Improve productivity of billing staff