

**ARX**CHANGE  
PATIENT REVENUE OPTIMIZATION®



## WHY US

We solve healthcare's financial challenges by designing industry-leading, customized patient financial care and revenue systems. Our designs prioritize net revenue improvements, center around data-guided workflows, and emphasize the formation of fiscally-responsive, compassionate, cooperative payment dynamics throughout the entire patient financial journey.

## WHAT SETS US APART

For over a decade, ARxChange has pioneered patient financial care systems and advanced analytic methods raising the bar and becoming today's standard.

Our approach is engineered in optimizing the financial wellness of patients and their healthcare providers. The science is anchored in our "no patient left behind" behavioral economics, based on Nobel prize-winning mathematic principles.

The precision of our ARxChange Patient Revenue Optimization (ARxPRO) system emanates from our robust patent portfolio and enhanced analytic methods and qualifiers that adjust more dynamically and precisely to individual provider fiscal needs and patient economic diversity — which is why many of the most well-known and respected clients in the market turn to ARxChange first to achieve their patient financial care, revenue, and operational goals.

## ARxPRO

Reinventing Patient Financial Care



Identity Verification & Management



Insurance Discovery & Verification



Charity Care and Adaptive Financial Assistance



Patient Financial Care



Business Intelligence



Optimized Workflow

# IDENTITY VERIFICATION & MANAGEMENT



ARxPRO verifies and enriches patient identities by corroborating and enhancing data with well-established highly-regulated external consumer databases.

## Value:

- Reduces resources needed to reconcile patient records
- Lessens costs associated with reworking payment delays and/or insurance denials due to data inaccuracies
- Improves patient engagement, compliance and financial performance
- Increases registration staff productivity through front-end automated patient identity processes

## What sets us apart?

- Real-time identity verification
- Address standardization protocols that improve the quality of matching algorithms and accuracy
- Embedded logic to reduce false-positives and safeguard accuracy
- Multiple data set corroboration
- 55% enhanced patient identity and contact data (on average)

# INSURANCE DISCOVERY & VERIFICATION



ARxPRO insurance discovery and verification algorithms combine innovative technology with human intelligence to explore coverage options and sources for patients presenting as self-pay.

## Value:

- Streamlines and automates workflows
- Identifies patients eligible for, but not yet enrolled in Medicaid
- Allows for retro-Medicaid discovery based on customizable business rule-sets that incorporate economic and demographic information
- Provides for deductible monitoring and management

## What sets us apart?

- Real-time verification and discovery
- Averages twice the number of queries per payor for each account when compared to other vendors
- Employs direct connections to payor data infrastructures to find more active coverage
- Applies advanced search algorithms for more than 2,000 payor/clearinghouse databases
- Identifies active coverage for upwards of 5% of pure self-pay balances, which nets to 1.5% - 2% in insurance cash recovery (on average)

# CHARITY CARE AND ADAPTIVE FINANCIAL ASSISTANCE



ARxPRO calculates the applicable charity classification with the complementary capability of custom-tailored options for patients based on an array of financial assistance parameters and affordability characteristics.

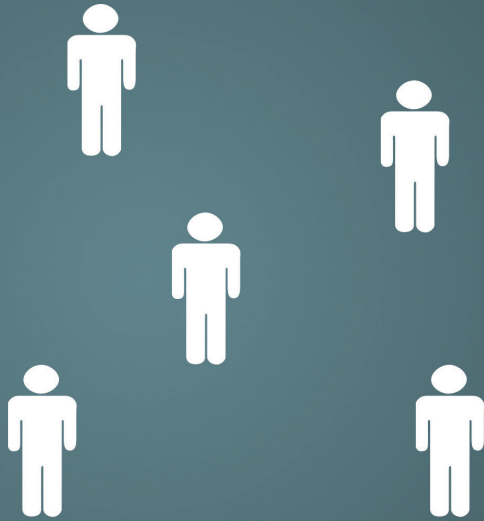
## Value:

- Examines bad debt accounts against a provider's own charity care and financial assistance eligibility to make sure that accounts are segmented appropriately into the right programs
- Provides detailed data for FAP optimization and compliance
- Tunes to the specific requirements of hospital FAP policies to designate whether patients are candidates for aid or other available grant programs

## What sets us apart?

- Real-time charity care and FAP determinations
- Mathematically aligns patient affordability limits with the maximum revenue expectations of caregivers
- Incorporates capability of individualized payment plan options for patients as required
- Includes advanced adaptive and customized financial assistance logic
- Identifies accounts that meet the criteria for charity care and financial assistance policies (FAP), which allows for automatic routing into specialized workflows

# PATIENT FINANCIAL CARE



ARxPRO intelligently groups patients based on their shared payment characteristics and behaviors, with the goal of applying more personalized financial care strategies, workflows, and messages to different segments.

## Value:

- Seamlessly integrates into providers' current patient financial care and engagement workflows
- Evaluates alternative financial options and pricing scenarios that optimize payment compliance and financial wellness
- Provides for personalized financial solutions and options that adjust to each patient

## What sets us apart?

- Real-time stratification and subgrouping of patients based on their payment attitudes and behaviors
- Provides multidimensional visibility into patients' unique economic capacities and how best to engage them financially
- Extends beyond conventional segmentation and allows for personalized patient-centered financial care
- Patented (USPTO Nos. 7,949,597; 8,234,209; 8,442,903)

# BUSINESS INTELLIGENCE



ARxPRO algorithms generate advanced productivity, operational and financial data visualizations to monitor performance metrics in real-time.

## Value:

- Interactive dashboards and data visualizations to facilitate all aspects of patient financial engagement
- Performance management and exception reporting
- Liquidation and productivity analysis
- Forecasting and performance trending
- KPI reporting
- Socio-economic metric views and geo-analytic report functionality
- Shared, secure, engaging and interactive data reporting

## What sets us apart?

- Blends data from multiple sources into a single view
- Builds dashboards from hundreds of chart and graph templates
- Dives further into data with drill-downs and interactive intelligence
- Customizable and dynamic design
- Performs ad-hoc KPI analysis in real time
- Capability to send alerts when metrics need attention



# OPTIMIZED WORKFLOW



ARxPRO automatically devises optimal performance pathways that balance resources and mitigate revenue drift and financial risk.

## Value:

- Determines performance strengths, weaknesses, and opportunities across patient revenue workflow scenarios
- Optimizes risk/return profiles by consistently predicting the highest performing revenue pathways while minimizing cost exposure in the process

## What sets us apart?

- Accelerated performance
- Enriched patient financial experience
- Actionable intelligence and improved confidence
- Enhanced productivity
- Interpretive analytic support

**CONTACT US**

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[www.arxchange.com](http://www.arxchange.com)

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