

# RevRunner<sup>®</sup>

## Financial Clearance Solutions for Providers

Accelerate reimbursement  
and maximize revenue from  
registration through collections



RelayHealth's RevRunner suite offers healthcare providers a comprehensive, automated pre-service financial clearance solution. With RevRunner, providers can efficiently identify insurance eligibility, estimate patient financial responsibility, validate patient identity, and easily deploy a community-sensitive patient financial advocacy program. Utilizing enhanced tool sets and unlimited data exchanges, RevRunner maximizes reimbursement and reduces claim denials by identifying more insurance coverage.

### Identify Coverage for Those Who Have It

RevRunner verifies coverage on file, identifies coverage errors, and finds unknown coverage via next-generation eligibility verification technology. Direct-to-payor connections deliver the most accurate and up-to-date information available.

### Once is Not Enough

When it comes to verifying eligibility, once is not enough. With RevRunner's flat-fee pricing, providers can perform unlimited checks for insurance coverage throughout the revenue cycle on every patient encounter. By submitting the most current third-party payment information available, providers can prevent claim denials and future re-work, improving cash flow.

### Maximize Reimbursement for Those Who Can Pay

For those who can pay, RevRunner increases patient reimbursement by calculating a pre-service estimated bill that properly sets patients' expectations regarding their financial responsibilities. Additionally, RevRunner will present the user with a recommended point-of-service deposit that takes into account each patient's personal financial circumstances—increasing your cash collections in the meantime.

## Find Coverage

### Patient ID/Demographic Validation

#### Eligibility Verification

- Integrated Real-Time Processing
- Normalized Payor Response View
- Employer-Payor Data Index
- Critical Data Validation Alerts
- Medicaid/Medicare HMO Alerts
- Auto-additional coverage searches
- Patient Co-Pay, Co-Insurance and YTD Deductible Identification

#### Eligibility Status Monitoring

- Batch Processing
- Exception Work Lists

## Maximize Reimbursement

### Bill Estimation

- Payor Contracted Modeling
- YTD Benefit Accumulation

### Payment Plan Management

- Propensity-to-Pay Scoring
- Recommended Deposit
- Recommended Monthly Payment
- Payment Schedule

## Find Financial Assistance

### Financial Assistance Screening

- Configurable Screening Interview

### Financial Aid Enrollment

- Online Financial Aid Interview
- Online Financial Aid Form Processing

### Charity Management

- Automated Charity Screening

# RevRunner® Suite

Accelerating reimbursement and maximizing revenue from registration through collections

#### Case Study:

## The Ohio State University Medical Center

—Columbus, OH

*“RevRunner software found us \$3.7M in additional reimbursement over the past year and has helped us to decrease days in AR. Any healthcare organization that does not implement this technology is living in the past. RelayHealth has defined new standards for Revenue Cycle Management and has the foresight to advance it even further.”*

— Susan Alden  
Director of Access Management  
The Ohio State University Medical Center  
Columbus, OH

Benefits to OSUMC	# of Accounts	Result
Self-Pay Accounts with Found Coverage	1800+	\$1.7M Paid New Revenue
Charity Accounts with Found Coverage	660+	\$1.5M Paid New Revenue
Bad-Debt Accounts with Found Coverage	770+	\$550K Paid New Revenue
Medicaid Pending Accounts Billed 1 to 6 Weeks Earlier than with Previous Vendors	1016+	\$11.6M
Self-Pay Accounts Re-Classified with Valid Coverage	40% of daily accounts	40 – 50 per day

## Find Financial Assistance for Those Who Can't Pay

RevRunner will also alert the user to those patients who cannot pay and should be evaluated for charity, Medicaid, or other financial assistance. RevRunner presents the registration user with an online charity screening interview and the ability to complete an online charity enrollment form, all during the normal registration workflow.

## Validate Every Patient's Identity

RevRunner helps providers manage customer risk associated with patient identity issues. In addition to verifying that essential patient demographic data on file is correct, RevRunner also notifies the user of patient data issues that could be related to identity theft or identity fraud.

## Care Fully Connected™

By offering connectivity and integrated solutions to participants across the spectrum of healthcare delivery, RelayHealth provides Care Fully Connected™.

Contact  
**RelayHealth**  
To Get Started Today



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