

A Partner Solution for Healthcare

Improving the Business of Healthcare and Enhancing Service Through State-of-the-Art ECM Solutions

IBM **Information Management** software



CGI Sovera Patient Financial Services (PFS)

Partner Solution

■ **Target Industry**

Healthcare

■ **Business Application**

Records Management

■ **Products**

IBM FileNet Capture

IBM FileNet Image Manager

Business Challenge

In the healthcare industry, accurately managing and tracking a patient's health history, as well as swiftly processing financial and insurance documentation, is required to provide exceptional medical care. A single error can delay insurer approval of critical medical services, as well as undermine efforts to provide high levels of quality patient care and customer service.

However, healthcare organizations face an overwhelming challenge of navigating through a sea of documents. Locating information in hard copy patient files stored onsite or in offsite storage facilities is a daunting task. The continued reliance on physical storage places a heavy burden on staff resources and promotes the use of inefficient and costly manual processes. As a result, the processing and resolution of patients' questions and issues, as well as insurer requests, is often delayed.

To add to these challenges, healthcare organizations lack an effective means to promote collaborative information exchange. In addition, new regulatory compliance mandates, including the Health Insurance Portability and Accountability Act (HIPAA), and increased expectations from investors and insurance companies, have placed increased financial

and pressure on organizations to effectively manage the lifecycle of patient records, as well as monitor and audit internal processes to meet compliance directives.

The Solution

Sovera for Patient Financial Services (PFS) is an integrated, Web-based solution that provides unparalleled functionality to support a dynamic array of back-office activities. Based on IBM's leading Enterprise Content Management technology, Sovera for PFS enables healthcare organizations to balance the business aspects of healthcare with the imperatives of patient care.

The solution streamlines patient account processing for faster collections, increased operational efficiency, higher quality levels of patient care and service, and substantially reduced operational and administrative costs.

With Sovera for PFS, organizations can electronically capture, store and manage millions of documents related to patient health and financial services, such as admissions forms, authorization letters, insurance documents and invoices. This is accomplished through a single platform for seamless online storage and retrieval – anytime, anywhere. A



user-friendly interface provides multiple users with secure, swift and easy access to patient accounts, including the entire account history. The paperless revenue cycle created by Sovera for PFS increases financial returns while enhancing customer service capabilities. Sovera for PFS supports:



- Preadmission; Admission; Correspondence; Refunds; Patient/payor inquiries; Follow-up collection; Insurance verification and pre-certification; Billing support; Cash posting, and; Financial counseling

Value Proposition

Sovera for PFS provides access to patient information from every part of a health system and expedites the movement of information from the registration process through billing and follow-up activities. The solution also gives organizations the ability to electronically manage business office processes, resulting in significant time and cost savings and higher standards of patient service and care. Sovera for PFS also provides the following additional benefits:

- Streamlined business processes to improve productivity and reduce administrative costs;
- Improved security and accuracy of patient information;
- Faster response times to patient and provider questions;
- Improved overall revenue cycle and profitability with increased cash collections, reduced denials and accounts receivable days, and bad debt; and,
- Automated report generation and tracking to effectively meet HIPAA compliance requirements.

Sovera for PFS also provides a framework for meeting HIPAA requirements now and in the future. Its open, scalable architecture and regulatory-compliant foundation provides security and privacy features without sacrificing convenience. Sovera for PFS also integrates with existing legacy systems and is designed to grow with an organization's workload. In addition, Sovera's proven, Web-based architecture makes system enhancements easy and affordable, enabling organizations to make the most of their IT investments.

Company Description

Founded in 1976, CGI Group Inc. is one of the largest independent information technology and business process services firms in the world. CGI and its' affiliated companies employ approximately 25,000 professionals. CGI provides end-to-end IT and business process services to clients worldwide from offices in Canada, the U.S., Europe, Asia Pacific, as well as from centers of excellence in Canada and the U.S., Europe and India. Website: www.cgi.com.

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