

# CGI Sovera<sup>®</sup> Patient Financial Services



Experience the commitment<sup>®</sup>

## Tools for enhancing your revenue cycle.

**Y**our file rooms are bulging with patient records. Regulatory deadlines are looming. Staff spends an enormous amount of time handling claims and denials, responding to inquiries, managing collections and maintaining accurate billing data. Are the challenges of running the business of healthcare hampering your ability to focus on patient care and customer service?

As a leading provider of enterprise content management (ECM) solutions for the healthcare industry, CGI can help. Our Sovera solution for Patient Financial Services (PFS) automates patient intake, correspondence, customer service, payment and collections. Sovera PFS can help bring your business into compliance with Health Insurance Portability and Accountability Act (HIPAA) regulations while letting you:

- Improve the overall revenue cycle with increased cash collections
- Reduce denials, accounts receivable days and bad debt
- Improve productivity and reduce administrative costs
- Improve customer service.

## WHAT IS SOVERA PFS?

The Sovera solution for PFS streamlines patient intake through registration scanning and electronic forms, signature as well as account processing for increased productivity and profitability. Faster collections, consolidated business offices and reduced administrative costs add up to rapid return on investment. Sovera PFS supports:

- Preadmission
- Admission
- Insurance verification and pre-certification
- Financial counseling
- Billing support
- Follow-up collections
- Patient/payer inquiries
- Cash posting
- Correspondence
- Refunds.



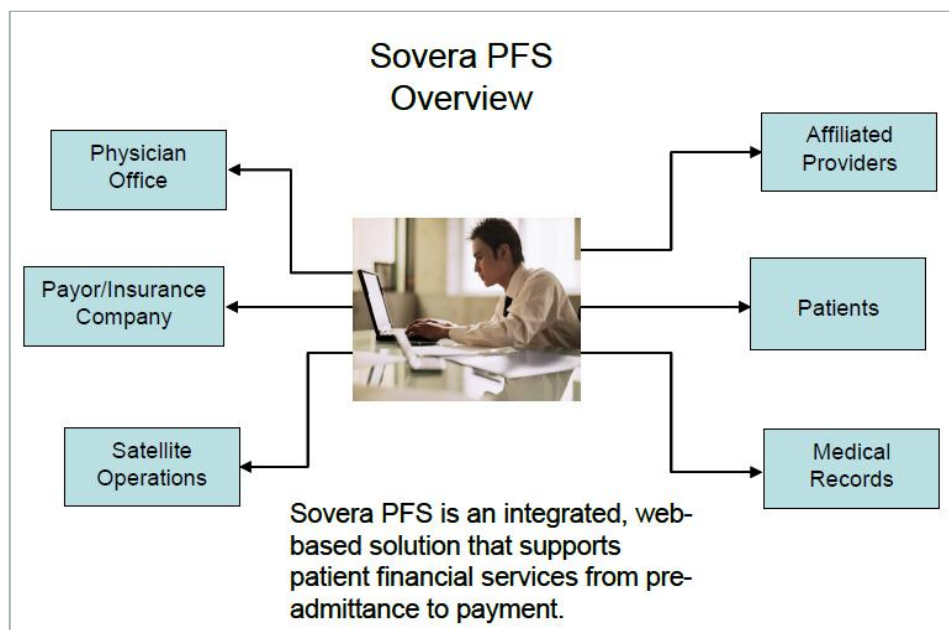
## CUSTOMER SUCCESS

*"These systems deliver immediate benefits and cost savings in our business office, resulting in less time spent processing paper and more time spent on customer service—whether it be supporting our physicians and clinicians with timely electronic access to information, providing information to insurance companies, or answering our patients' billing questions."*

—Chief Financial Officer for a Southeastern Regional Healthcare System

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### Manage document flow without excess paper buildup

Sovera PFS's electronic in-boxes improve effectiveness. Sovera PFS gives managers an overview of the patient accounting work queues, enabling them to gauge and handle problems proactively. Take control of managing your business processes while enjoying the benefits of anytime, anywhere accessibility to document images and patient information. Sovera PFS provides:

- Immediate, simultaneous access to patient information regardless of format—electronic or scanned
- Automated workflows and queues that prioritize business processes and workloads by moving information where it's needed
- Documents available right at the desktop, regardless of facility or system
- Automated report generation.

### Meet HIPAA compliance challenges with ease

Applying the latest technologies, Sovera provides a framework for meeting HIPAA requirements today and in the future. Its open, scalable architecture and regulatory-compliant foundation provide the security and privacy features you need—without sacrificing convenience or ease of use.

### Handle growth easily with streamlined account management

Sovera PFS stores electronic images permanently, requiring dramatically less space than paper folders. It lets you scan and index documents, create electronic forms and receive transaction documents in various formats. You can configure, organize, display and search account information online. Instant access to a patient's account history at registration allows proactive management of delinquent accounts. Date-dependent storage ensures timely billing, response and customer service.

Optical character recognition (OCR) lets you easily parse remittance information into individual patient account folders. Sovera PFS's online letter generation, electronic approval and fax/print capabilities improve customer service. Automated report generation helps staff monitor productivity and communicate vital information to supervisors.

### **Improve efficiency and flexibility**

Sovera PFS delivers dramatic improvements in nearly every aspect of business office operations, including remittance processing, preadmission, registration and admission, insurance verification and certification, financial counseling and refunds, cash posting, billing and collections and insurance follow-up. With Sovera PFS's unequaled scalability, flexible design and open architecture, you can eliminate misfiled and out-of-file account folders. Its user-friendly interface provides secure and easy access to patient accounts, including the entire account history.

### **Customize workflows to save time**

Sovera PFS's workflows (e.g., patient access, customer service, denials and follow up, correspondence and charity care) can easily accommodate additional facilities and payers. Even the most complex financial transactions are completed in a fraction of the time.

### **Expect increased productivity**

The paperless revenue cycle created by Sovera PFS increases financial returns while enhancing customer service capabilities. Reminders and red flags help you streamline duplicate and manual processes, reducing the number of claim denials. Automated workflow compresses the work cycle, resulting in increased staff productivity across the board. Sovera PFS's efficiencies give your operation more timely reimbursement, shorten your accounts receivable days and help increase your patient satisfaction.

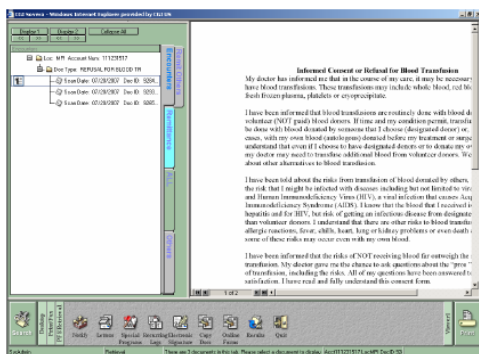
Sovera PFS lets customer service representatives handle higher call volumes. All patient account information is accessible in real time, allowing issues to be resolved in just one phone call. The solution improves your cash flow and shortens the approval process, resulting in enhanced customer service response time for patients, payers, physicians and staff.

Sovera PFS automates your business rules, giving valuable work time back to your staff. With an electronic image-based system, there's no need to hand carry documents anywhere.

### **SOLUTIONS FOR THE HEALTH OF HEALTHCARE™**

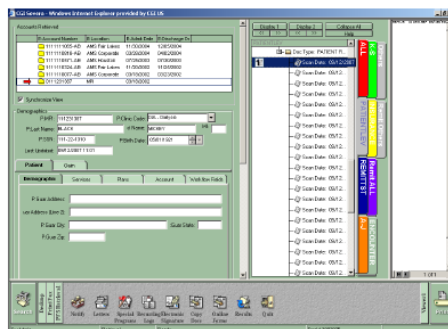
In the healthcare sector, CGI couples extensive industry expertise with a full range of services and delivery options. CGI understands healthcare industry trends and is a leader in developing innovative business and technology solutions that help healthcare payers, providers and government departments harness the power of technology to lower their costs and enhance productivity while improving the quality of care. We have built hundreds of client relationships, including:

- Federal, state and provincial health departments
- Regional boards and councils
- Major teaching hospitals and medical facilities
- Hospitals and health systems of various sizes and geographies
- Long-term care facilities
- Specialty hospitals, such as psychiatric, pediatric and cardiology
- Community agencies
- Health plans.



### Patient Folder screen

With Patient Folder and other Sovera PFS's screens, using the patient account number, a user can access all patient information and data stored within Sovera and from external applications within the enterprise.



### Patient Workflow screen

Through Sovera PFS's Patient Workflow screen, users have access to all patient accounting-related including correspondence received from payors, patients, and third parties, as well as the actions taken to respond to all inquiries and requests.

## Technical architecture

Sovera integrates with your existing systems and is designed to grow with your workload. Its proven, web-based architecture makes system enhancement easy and affordable. Your system administrator can make modifications from a central server—without ever having to touch an individual workstation.

The integrated Sovera PFS solution features:



- Content Connector Interface Engine for joining disparate data and applications
- Best practices library of dozens of workflows
- Library of standard productivity reports that can be used with Crystal Reports or other third-party reporting applications
- MS Windows desktop platform, Oracle DBMS and outsourcing options
- Support for IBM pSeries server environment with high-availability options.

## ABOUT CGI

With 68,000 professionals operating in 400 offices in 40 countries, CGI fosters local accountability for client success while bringing global delivery capabilities to clients' front doors. Founded in 1976, CGI applies a disciplined delivery approach that has achieved an industry-leading track record of on-time, on-budget projects. systems integration and outsourcing services help clients leverage current investments while adopting new technology and business strategies that achieve top and bottom line results. As a demonstration of our commitment, our average client satisfaction score for the past 10 years has measured consistently higher than 9 out of 10.

## CONTACT US

For more information, please contact us at [HealthIT@cgi.com](mailto:HealthIT@cgi.com).

Website: [www.cgi.com/health](http://www.cgi.com/health)