

Injury Related Claims Outsourcing

Injury Claims Outsourcing may either be utilized to clean up your workers compensation and auto accident accounts or on an ongoing basis. Many hospitals periodically need assistance in cleaning up their AR or need an influx of cash for capitol expenses. Other times, hospitals simply do not have the resources to properly follow-up on these time consuming accounts. Working closely with an EMA representative, each client's specific needs are individually evaluated and a cost effective solution is designed to meet or exceed each client's expectations.

Step One - Conception

Prior to implementation, an EMA representative and appropriate hospital administration will meet to assess volume and age of accounts, assess patient records and performance reporting requirements, and discuss follow-up methodology.

After assessing the hospital's needs, processes will be designed for all accounts to be worked. All processes implemented will be documented contractually and on an account level detail. Pricing for processes designed can be done for a flat rate per account, contingency, or hourly wages.

When designing the processes for account follow-up, the hospital may elect to use either their own or an E-Management corporate identity. All written communication in conjunction with follow-up of the hospital claims is first approved by the hospital.

In most cases, our IS professionals will assist in creating a bi-directional exchange of data between systems. Where data exchange is not possible, EMA representatives will schedule time weekly to work at your site to gather necessary information.

Outsourcing is defined as "contracting for services historically performed in-house." Generally, to be successful, there is no impact on the user of the service. EMA designs all of its outsourcing programs to meet these principles.

Step Two - Implementation

Prior to implementation, an EMA representative will meet with hospital management to assist in the development of their customized Injury Related Claims Outsourcing program.

Accounts are worked in a team based environment with low claim to representative ratios. Account follow-up protocols are determined on the accounts placed so the maximum return is obtained for the hospital.

EMA employs expert internal technical support, who will work closely with your HIS department to insure seamless, secure, and HIPAA compliant exchange of data is used for your Injury Related Claims Outsourcing program. In most cases, our IS professionals will assist in creating a bi-directional exchange of data between systems. In cases where a bi-direction exchange of data is not possible or cost prohibitive, the hospital's system may be utilized via a Virtual Private Network in conjunction with site visits to gather necessary information.

All Injury Related Claims Outsourcing emphasizes consistent, high quality follow-up on your behalf. Consistency and quality is guaranteed and documented both contractually and on an account detail level in most cases.



With Decades of experience in injury related claims follow-up, E-Management Associates account receivable specialists will tailor an outsourcing program to meet your specific needs. EMA is one of the leading providers of Injury Related Claims Outsourcing programs dedicated to managing these time consuming accounts.

Injury Related Claims Outsourcing may be utilized:

- ⚡ **To clean up your workers compensation and auto accident accounts**
- ⚡ **To provide an influx of cash for capitol expenses**
- ⚡ **For staff coverage during extended leaves of absence**
- ⚡ **To evaluate the effectiveness of Injury Related Claims Outsourcing**

All Injury Related Claims Outsourcing programs are designed to meet the specific needs of your hospital.

Call us, we're here to help!
800-639-3129

www.ema-incorp.com

Step Three - Accountability

We stand by our work 100%. All Injury Related Claims Outsourcing programs are monitored on a daily basis by a Supervisor and on a weekly basis by management. A Client Services Executive also reviews each program's performance quarterly with appropriate management at the hospital. Quarterly meetings include comprehensive reporting outlining the volume and dollar value of accounts placed by month and cumulative collections for those placements.

On a monthly basis, clients receive standard reports designed at implementation to illustrate the effectiveness of the program and any other necessary feedback needed to ensure its success.

Customized reporting is also available at no additional cost. Custom reports are available on demand, daily, weekly, or monthly and can be sent in either hard or soft copy. Customized reporting can include any statistical information regarding activity.

Easy as one, two, three!

EMA has been assisting the medical community for more than a decade. We are customer service and accounts receivable specialists, engaged specifically in problem solving communications.

At no cost or obligation, an EMA representative will conduct an in-depth analysis of your specific needs and provide your organization with a comprehensive proposal illustrating just how easy outsourcing can work for you.

EMA Key Benefits

- ⚡ Decades of collective experience in problem solving solutions for the healthcare community
- ⚡ Personalized phone contact during day or evening hours without the use of impersonally pre-dictive dialing equipment
- ⚡ Seamless bi-direction interfaces between the hospital system and EMA's proprietary systems
- ⚡ Guaranteed tactical plans of written and/or voice follow up
- ⚡ Customized Reporting in either hard or soft copy
- ⚡ Flat fee or risk-shared pricing
- ⚡ Over two decades of proven results
- ⚡ Superior customer service