



# Revenue Cycle Management: Improving Collections, Reducing Denials

Netsmart Revenue Cycle Management (RCM) is a comprehensive billing service that partners with behavioral health, care at home, senior living and social services organizations to help reduce costs, optimize workflow and improve the bottom line.

The RCM team is comprised of experienced individuals who understand the complexities of the revenue cycle processes. They work with organizations to document processes, then implement best practice workflows to improve cash flow and enhance profitability.

## Overview of RCM Services

Comprehensive billing and collection services for Medicaid, managed Medicaid, Medicare and commercial payers to include billing, claim analysis, claim submission, payer interaction, denial and accounts receivable management and cash posting.

- Detailed analysis of billing system and existing processes to identify opportunities to improve productivity, claims/cash management and accounts receivable
- RevConnect™ Clearinghouse solution for electronic data interface
- Automated eligibility verification services
- Credentialing/provider enrollment with payers
- Collection services for aged receivables including consumer responsibilities
- Key performance indicators, ad-hoc reports and tools to assist organizations with maintenance of financial performance

## Key Benefits

- Access to an experienced team of revenue cycle and billing professionals who offer the ability to quickly scale services as your business grows, eliminating the need to hire and train additional staff
- Deep understanding of Netsmart CareRecords™
- Expertise with behavioral health, care at home, senior living and social services organizations
- Increases process efficiencies and use of best practices while lowering administrative costs
- Increases cash flow and decreases claim denials
- Provides a more predictable revenue stream for strategic planning

## Results

- **22% decrease** in cost to collect
- **16.2% increase** in cash collection rate
- **18.1% decrease** in accounts receivable days

Learn more about our comprehensive suite of solutions at [www.ntst.com/solutions-we-offer](http://www.ntst.com/solutions-we-offer)