

Charity Care Advantagesm with *IQualify* Screening and Account Management Technology

The simple, highly accurate way to screen, process and manage patient accounts for your charity care program,
all in as little as 10 minutes per patient!

THE PROBLEM

U.S. uncompensated hospital care costs rose at an average annual rate over 6% in recent years, exceeding \$39 billion in 2009, according to the AHA's December 2010 *Uncompensated Hospital Care Fact Sheet*. Projections based on current economic conditions suggest uncompensated care could reach \$44 billion in 2011, of which **charity care costs could comprise at least \$20 billion**. No surprise that a growing percentage of patient accounts are becoming referrals to internal charity care programs. And, since healthcare provider staff is already overburdened, they find it increasingly hard to manage the verification process (including the volume of charity care applications and community benefit reporting) in an effective, efficient manner. To address these concerns, Human Arc has leveraged its 27 years of eligibility and enrollment expertise with our new **Charity Care Advantagesm** and its unique *IQualify* screening and account management technology.

THE SOLUTION

Human Arc's Charity Care Advantage with *IQualify* technology is a very easy-to-use web-based software solution that your staff can have right at their fingertips, anywhere in your hospital. It allows them to quickly and accurately screen eligibility for, process and then disposition self-pay accounts for your facility's specific charity care program... all in as little as 10 minutes or less per patient.

In addition to optimizing the accuracy and cost efficiency of your process, Human Arc's Charity Care Advantage with *IQualify* also has built-in ability to track and report your charity care activities in complete detail and in full compliance with government policies.

THE "ELECTRONIC ASSISTANT" THAT HELPS YOU DO IT ALL... FAST

- Automates screening, creation, tracking, management and disposition of hospital-specific (sliding scale and discount) or state-mandated charity care programs (Note: for Ohio clients, the system also screens patients for HCAP qualification).
- Links screening results to appropriate forms and auto-populates them, properly formatted to expedite completion.
- Provides integral document scanning and archiving for easy access.
- Maintains electronic copies and folders of all applications and supporting documents to meet legal protocols.
- Tracks the status of all applications, including those in process and what, if any, decisions, have been rendered relative to them.
- Affords full security to prevent data loss and unauthorized access.
- Produces detailed management reports on case status and staff productivity.
- Gives you "Quickscreen" capability for 24/7 coverage across multiple functional areas or sites (inpatient, outpatient, emergency department, etc.).
- Includes the built-in flexibility to fit your institution's processes and promote optimum staff familiarity and mastery in the shortest amount of time, but with the ability to customize workflows when needed to increase your business office productivity.



THE FLEXIBILITY TO CALL IN EXPERT HELP...

Although Charity Care Advantage with *IQualify* puts you in total control of a highly efficient and effective process, it's always good to have the added flexibility to call in an expert vendor when situations warrant.

You have the option to refer potential charity care accounts to us for our attention and follow-up. Human Arc has 27 years of experience with screening, eligibility and enrollment for

government as well as non-government healthcare-related programs of assistance. We have handled accounts across all 50 states and routinely conduct 20,000 eligibility interviews every month.

We understand we are "your face" to patients whose accounts you refer to us. We are known for caring, compassionate relations with patients of every kind - the uninsured, aged, blind, disabled, and displaced. We help needy patients access community resources to meet critical *non*-medical needs as well. This optimizes their

healthcare experiences and builds positive community relations for you.

Human Arc, - from its traditional, back-end Medicaid eligibility enrollment support services to its new, front-end Charity Care Advantage with *IQualify* screening and account management technology - helps you meet *your* requirements and *your* objectives for patient service and fully documentable community benefit.

CHARITY CARE ADVANTAGE BENEFITS CHECKLIST

- **Reduced uncompensated care costs** and bad debt assignments.
- **Faster dispositions** and fewer days in Accounts Receivable.
- **Maximum effectiveness** with 24/7 coverage to screen all self-pay patients.
- **Optimum productivity** with most charity care screening times reduced to 10 minutes or less.
- **Full compliance with internal, state and federal regulations** and protocols (including the new IRS 990H).
- **Administrative cost savings** through simplification of charity care screening and application preparations.
- **Increased accuracy** through *IQualify* automated document control, accountability and data security measures.
- **Total management awareness** via detailed reporting on performance.
- **Flexibility** to customize system workflows and even refer overflow or problem accounts to Human Arc's experts.
- **Minimized IT impact** due to modern, SaaS-based model with standard HL7 system integration protocols.
- **Optimal community benefit**, fully documentable.



Experience. Compassion. Results.

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