

Meet *IQualify*, Our New Medicaid Eligibility Screening Technology

The Simple, Under-5-Minute Way to Save You Time and Money

THE PROBLEM

Hospitals today face many challenges just in *correctly identifying* uninsured patients, let alone securing their Medicaid or charity care eligibility. These include rapid uninsured population growth, the pressure of healthcare reform in generating added need for Medicaid assessments, increasing scarcity of trained staff to negotiate the changing protocols of eligibility processes, steep opportunity costs of having to focus them on self-pay accounts, legal requirements to document consistent community benefit across patient populations, etc. These factors easily can cost a hospital millions of dollars that could otherwise flow to the positive side of its balance sheet.

THE “ELECTRONIC ASSISTANT”

Human Arc’s optional *IQualify* eligibility screening and referral tool for the Eligibility Enrollment Service (EES) is a nimble, electronic assistant, always ready with program eligibility answers... right at your fingertips. *IQualify* uses Human Arc payer program rules and subsequent eligibility determination algorithms perfected over 26 years of experience in eligibility and enrollment, as well as technology already proven in dozens of customer sites.

Quick and Easy

Leading users through less than a dozen simple questions, *IQualify*’s intuitive “Quickscreen” display and interactivity easily can deliver potential *Medicaid eligibility determinations in fewer than five minutes*. That reduces strain on staff, improves efficiencies and upgrades work accuracy. And in



very tangible terms, you reduce per-patient administrative cost.

Flexible

IQualify can be *custom-configured* to determine not only potential eligibility for Medicaid but also your hospital’s particular *sliding scale charity care program* as well.

Inpatients, Outpatients, ED Patients

IQualify eligibility screening technology is totally portable and works 24/7 to determine *eligibility for inpatients, outpatients and ED patients... wherever you need it in your facilities*.

Quick Follow-up from Our End

Upon determination of potential Medicaid eligibility, as your “electronic screening assistant,” *IQualify* automatically transfers the account to

THE SOLUTION

Human Arc’s Eligibility Enrollment ServiceSM now can include the easy-to-use *IQualify* option for your staff that helps *identify potential eligibility* at the front end faster, more easily and more accurately. Because we’ve taken a true “systems” approach to your eligibility challenges, *IQualify* makes it possible for you to *achieve the most effective and cost efficient front-end screening as well as unequalled back-end enrollment results*. *IQualify* combines our 26 years of eligibility enrollment expertise with the latest information processing technologies to support optimal community benefit, patient experience and reimbursement outcomes.

a highly experienced Human Arc representative who will initiate follow-up and application enrollment support. With *IQualify*, you and your staff are assured that there’s no unnecessary waiting, loss of data or mistakes.

Optional Charity Care Processing

Human Arc’s *IQualify* also can be configured optionally (or as a “stand alone” solution) with a complete set of tools that allow you to process and disposition all of your charity care-eligible accounts - accurately, efficiently and customized to your facility’s specific program parameters. These tools include prioritized work lists, auto-populating applications, document scanning/archiving and account-level status reporting to help you meet your Form 990 requirements.

SELECTING THE RIGHT VENDOR

The importance of selecting the *right* eligibility enrollment vendor cannot be overemphasized for several reasons:

- Medicaid protocols are becoming increasingly more complex, and they vary from state to state and even among counties. So a good eligibility vendor should be highly experienced, with proven successful relationships among agencies at every level of government.
- Your vendor is “your face” to the patients whose accounts you refer. Therefore, it would be well to choose a vendor known for consistently caring, compassionate *and effective* relations with patients of every kind - the uninsured, under-insured, aged, blind, disabled, and displaced. It also is recommended that hospitals seek vendors who can assist needy patients in accessing community resources to meet critical *non*-medical needs as well. This optimizes their healthcare experiences and builds positive community relations.
- The vendor should be one that supplies regular, up-to-date, in-depth and accurate information for management evaluation, decision making and documenting positive community benefit as required by law. This cannot be underestimated in light of the present regulatory environment.

Human Arc, from its traditional back-end Medicaid eligibility enrollment support services to its newest *IQualify* eligibility screening technology, helps you meet your requirements and objectives for fully documentable community benefit



BENEFITS CHECKLIST

- **Improved performance** of an eligibility and enrollment vendor **at a lower cost of service**.
- **Optimized reimbursement** from screening both inpatients and outpatients, anywhere and anytime, through internet connection or IT portal. You miss no opportunities.
- **Quickest reimbursement** because we get your referrals quickly and automatically, we respond *FAST*, and your reimbursement is paid directly to you, *never* through us.
- **Increased staff efficiencies** through easy-to-use, automated screening and referral processes.
- **Improved accuracy** with no data collection omissions or transfer errors.
- **Minimized IT impact** due to modern, SaaS-based delivery model with standard HL7 system integration protocols.
- **Built-in flexibility and adaptability** to handle service expansion opportunities across points of service and new facilities.
- **Maximum compliance** by meeting 100% of HITECH and HIPAA requirements for PHI.
- **Accurate management reporting** of hospital fiscal, patient experience and documentable community benefits.

For *IQualify*, the *most comprehensive solution* to self-pay screening and eligibility enrollment, look to **Human Arc**.
The industry does.



Experience. Compassion. Results.

1457 East 40th Street. Cleveland Ohio 44103 ■ 216.431.5200 ■ 800.828.6453 ■ Fax 216.431.5201 ■ www.humanarc.com