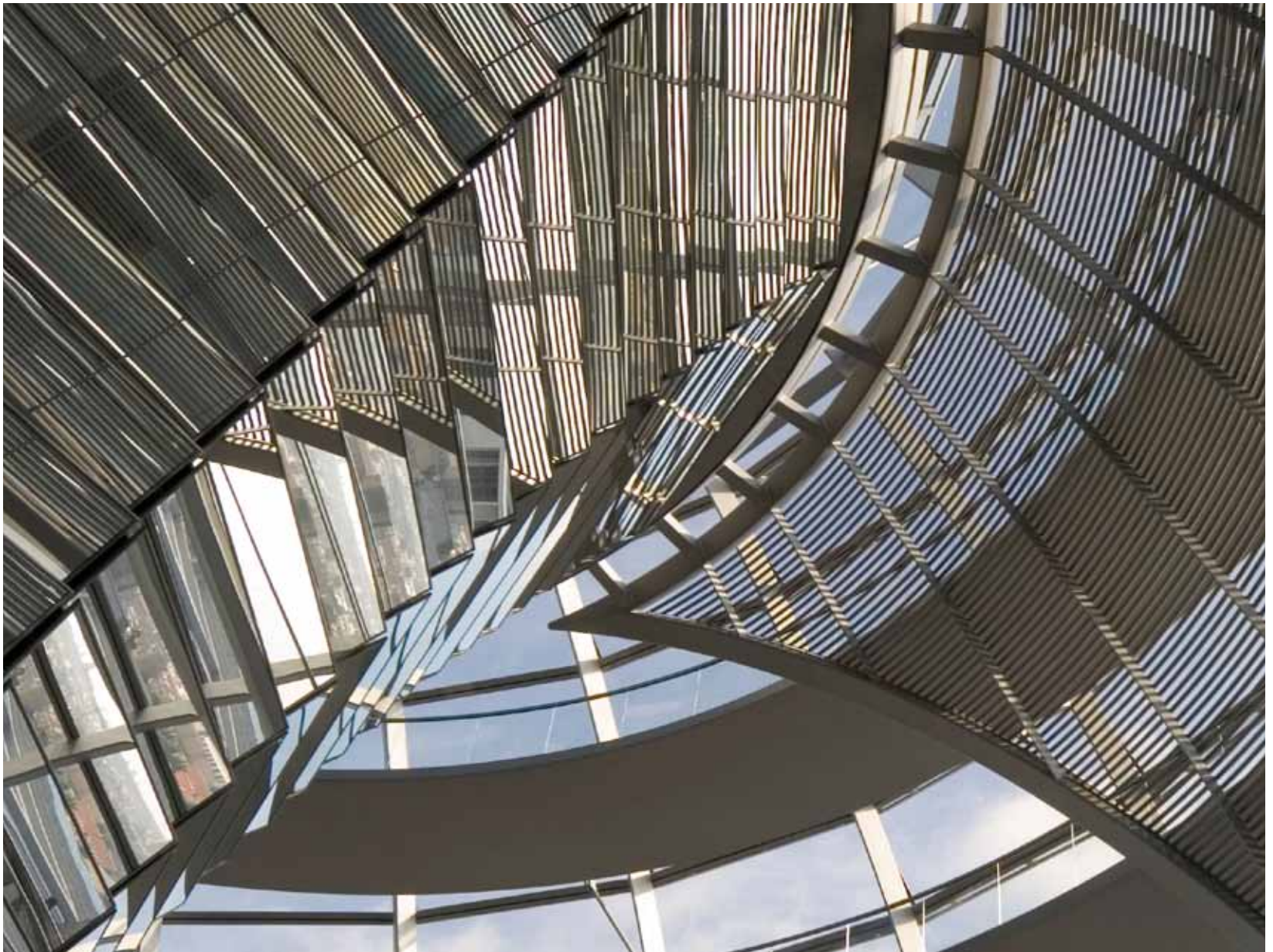


TREASURY SERVICES

# Revenue Cycle Rx for Healthcare Providers



THE BANK OF NEW YORK MELLON



# Who's helping you?

The challenges facing the healthcare industry grow in number and complexity every day. Expenses are rising as reimbursement rates shrink. Operating margins are eroding. Federal and state governments continue to seek ways to reduce healthcare funding while patients expect more value from their healthcare organizations. The insurance reimbursement process has been virtually standardized — yet it is still inundated with paper. And, electronic solutions — while intended to streamline the process — can cause exceptions and reconciliation nightmares.

## **That's Today.**

The future may be even more trying as demands on healthcare systems increase, more of the financial risk of providing healthcare shifts from insurers to healthcare providers, and consumer-driven healthcare takes hold.

# You Handle One Emergency After Another... And You're Not A Doctor

As a financial manager at a healthcare organization, day-to-day, you face shifting priorities. To improve the financial results of your organization, you strive to find better ways to manage payer contracts, determine eligibility, generate accurate primary and secondary claims, manage the receivables collection process, post patient and non-patient payments, process disbursements and invest working capital.

At the same time, overarching issues like protecting patient privacy in accordance with the provisions of HIPAA, and working with billing and collections departments to navigate today's convoluted payments process require your constant attention. Practical matters like how to address technologically outdated facilities or equipment may be a current concern...or one that may surface in the near future.

Making it all happen is no easy task — especially when capital and expenses are rightly focused on improving patient care and outcomes. It's like being asked to treat a pandemic with a band-aid.

## Navigate the Healthcare Revenue Cycle and Payment Process with Efficiency and Ease

To address your many challenges, you must collect, safeguard, and invest every dollar you obtain by providing patient services and cost effectively disburse funds to vendors, patients or other indebted parties. At the surface, your needs are like those of any business. Yet The Bank of New York Mellon Treasury Services knows that administering the healthcare revenue cycle and payment process is one of the most costly and complex operational areas in existence today.

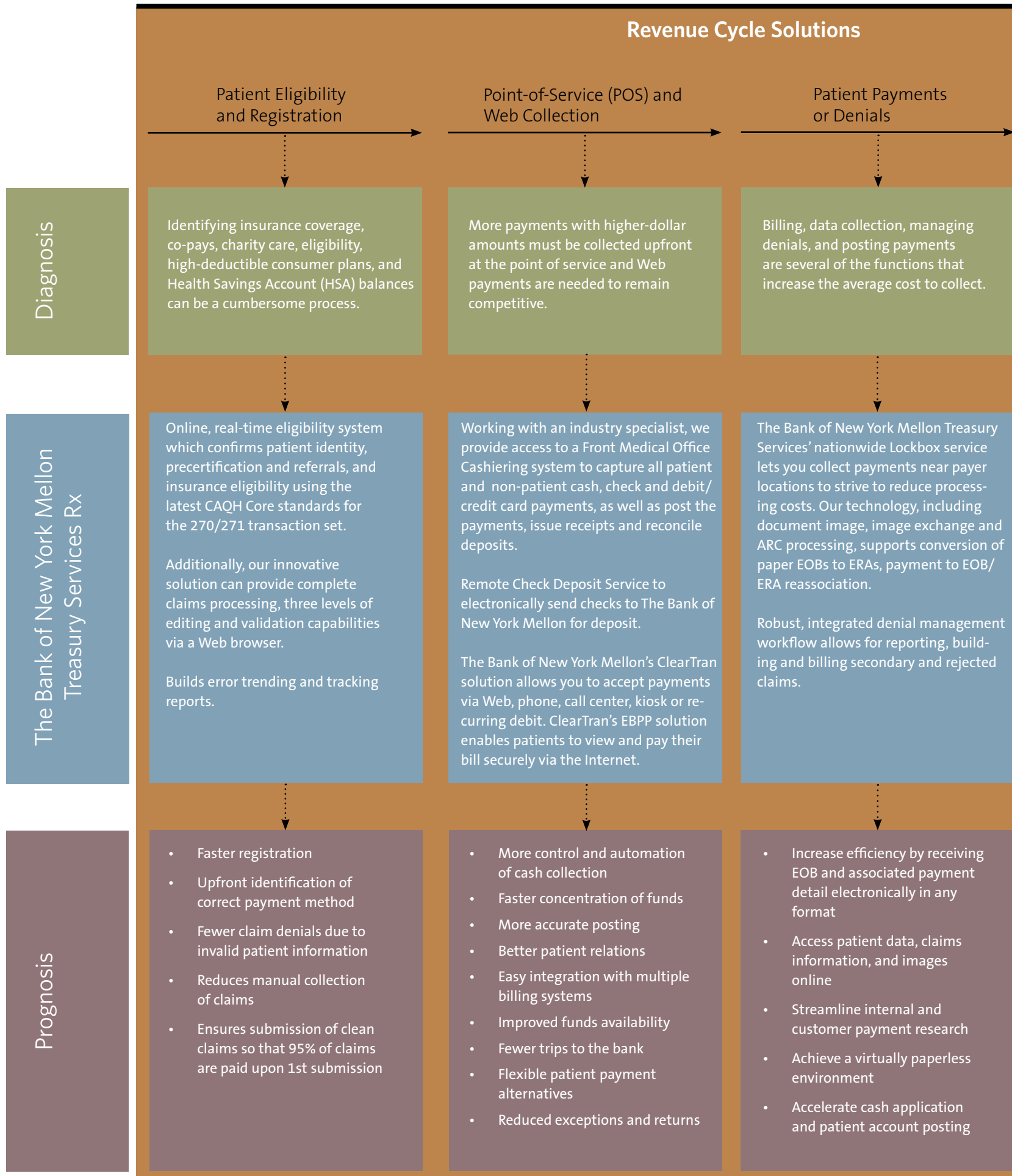
The Bank of New York Mellon Treasury Services' healthcare experts understand your numerous and unique needs and challenges because we've worked with and learned from more than 100 of the country's leading healthcare organizations.

Through our full suite of working capital management solutions — and flexible, integrated, value-added options that are designed especially to help our healthcare clients better manage the revenue cycle and beyond — we aim to support your efforts to reduce Accounts Receivable days outstanding, collect and post Point-of-Service payments, electronically post remittance and denial data, streamline the process for investing short-term working capital, and much more. And we're always keeping our finger on the pulse of industry changes to maximize our value as a consultative solutions provider.

**Here's how our healthcare experts strive to help you as you work to better manage your working capital and make every dollar work harder.**



# The Bank of New York Mellon Treasury Services'



# Rx for the Healthcare Provider Working Capital Cycle

**Patient Account Credit Balances**

It is vital for you to manage the timely and accurate disbursement of patient or payer refund checks and escheat unclaimed funds to the patient/payee's state of residence.

The Bank of New York Mellon Treasury Services' Refund Check Processing Solution can help you oversee refund check distribution by issuing patient/payer refund checks, which includes the printing and mailing of checks; handling returned checks, account management and reconciliation; providing customer support and completing the escheatment process, when needed.

- Reduces administrative burden
- Aims to reduce processing costs
- Eliminates an exception process in the AP department
- Provides simple online tracking, documentation
- Supports your efforts to comply with state escheatment requirements
- Assists you as you strive to maintain positive rapport with your patients and commercial payers

**Expense Management Solutions**

**Accounts Payable Processing**

Meeting your obligations in a timely and accurate manner is critical for good vendor relationships, improved discounts, and reduced duplicate payments.

Controlled Disbursement services provide early identification of checks that will post to your account(s) today, so that you can fund your accounts for only that amount.

Add Positive Pay and Positive Payee to systemically detect potential alterations to check data or fraudulent items.

Outsource some/all of your AP function to SourceNet Solutions, The Bank of New York Mellon Treasury Services' finance and accounting outsourcing experts.

Use Corporate Card to manage travel and incidental expenses.

Our Trading Partner Enablement process converts paper checks into electronic payments such as ACH, EDI and Corporate Card.

- Improve payment timing
- Protect against fraud
- Strengthen controls
- Minimize excess checking balances to maximize investment opportunities
- Reduce direct operating expenses via AP outsourcing; clients have seen cost reductions of up to 55%

**Investment Solutions**

**Working Capital Investments**

Executing short-term investments requires significant research to ensure a reasonable return.

**BNY Mellon's Liquidity DIRECT<sup>SM</sup> Service**

- Enables online purchasing of money market funds and securities.
- Provides extensive transaction and performance reporting capabilities.
- Gives you access to a team of investment professionals.

- Simplified process for short-term investments
- Better investment decisions
- Manage risk, enhance diversification



## Additional Remedies for Healthcare Organizations

To help healthcare organizations with several issues that transcend the boundaries of their revenue cycle management process — but are important nonetheless — The Bank of New York Mellon Treasury Services offers some additional services tailored to the industry's unique needs. For example, our experts can help you:

- ▶ Analyze and harness the amount of money you spend on multi-hospital energy consumption to uncover potential inefficiencies and identify more cost-effective energy sources.
- ▶ Assist physicians in maximizing their finances through our Wealth Management services. Our experienced specialists can address personalized wealth management issues, and provide investment management and banking support to help you attract needed physicians to your network.

# Exceeding Expectations In the Words of Our Customers

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"The Bank of New York Mellon Treasury Services team has spent time in our back-office to follow our revenue cycle in more depth than most bankers. From this effort and regular meetings, The Bank of New York Mellon has gained an understanding of our process and specific healthcare needs. For example, we have asked them to sort and batch incoming payments in various ways to enable us to more quickly focus on bulk remittances. We have also worked with The Bank of New York Mellon to automate data capture to further speed the posting of receivable data.

The Bank of New York Mellon has also worked with UPMC to develop a refund outsourcing program designed specifically for the healthcare industry that improves our patient service and eliminates a burdensome process from our Accounts Payable area. One of the distinguishing features of The Bank of New York Mellon is that their product management staff are willing to spend the time learning about a specialized industry such as healthcare or insurance, and to suggest and design unique product enhancements to fit our needs."

**Linda Zang, Assistant Treasurer**  
University of Pittsburgh Medical Center (UPMC)

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"We are pleased with our partnership with The Bank of New York Mellon Treasury Services. They continue to help us examine our cash management process and offer solutions to increase our efficiency and effectiveness."

**Alan Blackhurst, Accounts Receivable Manager**  
Praxair Healthcare Services (West)

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## THE BANK OF NEW YORK MELLON

The Bank of New York Mellon  
One Wall Street  
New York, NY 10286

1 800 424 3004 (Option 2)

[www.bnymellon.com/treasury](http://www.bnymellon.com/treasury)

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### TREASURY SERVICES VALUE PROPOSITION

Provide the industry's best total global treasury solution, as evidenced by operational excellence, exceptional service, product leadership and consultative expertise.

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*Investment options offered through The Bank of New York Mellon's LiquidityDIRECT portal and securities offered through BNY Mellon Capital Markets, LLC are not FDIC-insured and may lose value. BNY Mellon Capital Markets, LLC is a member of the FINRA and SIPC.*

*The material presented herein is intended to provide a general overview of our services and is not an offer or commitment to provide credit facilities or services. The Bank of New York Mellon Treasury Services. Services may be provided by one or more legal entities of The Bank of New York Mellon Corporation. Not all services are offered at all locations.*

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