



—Since 1994—

Resource Corporation of America

Our mission is to provide reimbursement solutions for at-risk dollars while providing healthcare partners with measurable, timely and superior results. We do what we say with honesty, integrity and compassion. We operate with the most knowledgeable, competent and adaptable people and processes to be the **go-to resource for at-risk dollars**. Our services include:

3rd Party Eligibility

- Our patient support staff are trained experts on all federal, state and local assistance programs and are able to make instant eligibility determinations on most accounts. To ensure the highest standards are maintained, inventory is closely managed through our quality assurance program using benchmarks and cycle time conversion metrics, which has led to a net conversion rate of **93%**.
- At one recent implementation we achieved **87%** increase in Medicaid conversions over the prior vendor

ProfitPal Eligibility Scan

- Never miss another eligible dollar with RCA's batch filing program, which helps identify coverage on accounts that were not identified during the registration process, provides customized reporting, breaks down billable vs. non-billable accounts, and gives flexible payment options for a small flat fee on an entire batch run or only on accounts in which reimbursement is received.

Safety-Net Eligibility (Seconds)

- RCA's secondary 3rd party eligibility service provides our clients a safety net to ensure that every possible at-risk dollar is received. RCA staff is extensively trained to identify overlooked reimbursement opportunities while still adhering to the rigorous and proven follow-up procedures to ensure all avenues of reimbursement have been exhausted. This results in an average of a **10%-20%** recovery on all secondary inpatient placements for our client partners.
- RCA's safety net services have a proven track record of increased SSI conversions, resulting in approval of more than **50%** of accounts that were previously denied by the primary vendor.

Third-Party Lien and Liability Filing

- Since 1994, RCA has developed experience and expertise working all aspects of liability account processing, screening for 3rd party Liability coverage in addition to 1st Party, including but not limited to MedPay, PIP and/or Uninsured/Underinsured Coverage. Our rigorous follow-up methods ensure payment is received as quickly as possible.

Out-Of-State Medicaid Billing and Enrollment

- Our dedicated Out-Of-State unit has developed an unparalleled depth of knowledge since our inception, leading to a proactive approach when working accounts. RCA's consistent processes and extensive experience with all 50 states ensures accurate and expedited verification, enrollment, and billing to get our client partners claims paid faster.

SSI/SSDI/VA Representation

- Our skilled, dedicated, and compassionate team of accredited representatives, who maintain approval rates that exceed the national average, have the knowledge and experience necessary to assist patients and their families through an intimidating and complex process.

Additional Services

- **Financial Counseling:** Financial Counseling services to fit your needs. You set the collection goals and minimum upfront payment options and we ensure they are met.
- **Denial Management:** All denied payment accounts are reviewed for appeal. Claims that are ineligible for appeal will be returned promptly with a reason for nonpayment. Appealed claims will be monitored until payment is received or all appeals have been exhausted.
- **Coordination of Benefits:** Our rigorous follow-up methods compliment prior COB efforts from the facility and allow us to work those accounts and obtain the information needed to reevaluate the claim for processing.
- **Health Insurance Marketplace:** Each member of our staff is a Certified Application Counselor and serves to both educate and enroll hospital patients in the health insurance exchange.
- **Hospital Charity:** Staff can collect and submit charity applications with or without supporting documentation included and/or assist with making eligibility determinations.
- **Subpoena/Affidavit Assistance:** Remove the stress of constant requests from attorneys, decrease backlog of record requests, and allow employees to focus on their normal responsibilities at no additional cost.

www.resource-corp.com

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