

# Patient Access

## Create better patient experiences and outcomes at the first encounter

Driven by manual and error-prone processes, traditional revenue cycle management places an unnecessary burden on healthcare workers and creates a domino effect of negative financial outcomes for both patients and providers.

But by automating the patient registration process, providers could save roughly 21 minutes per transaction and generate \$17.6 billion in annual savings.

### The problem with patient access:

- A single manual eligibility check can take upward of 12 minutes per patient
- One in three insured U.S. adults has received an unexpected medical bill, which contributes to the nation's \$140 billion in unpaid medical bills
- Up to 27% of claims are denied for simple reasons such as eligibility and registration issues
- Each notice of admission transaction takes an average of 8 minutes

### Key benefits:

- Reduces eligibility and out-of-network denials that result in bad debt write-offs
- Resolves self-pay accounts without human intervention and improves self-pay collections
- Reduces uncompensated care
- Automates manual verification steps
- Improves first-pass resolve rates for registration issues
- Decreases denials attributed to authorization issues or errors
- Limit exposure to financial penalties for noncompliance
- Streamlines and improves the patient financial experience

## Olive's Patient Access solution:

**Deploys AI workers to free human workforces from manual tasks and efficiently increase revenue.**

### Verify

Olive initiates checks to verify insurance. She then returns all benefit information, updates the EHR and continues to check for new information.

### Detect

Olive detects any additional billable coverage, generating more cash flow for your organization while relieving any financial burden that would have been placed on the patient.

### Notify

Olive notifies payers of inpatient status changes and flags exception-based workflows for human intervention when needed.

### Clear

Throughout this process, Olive effectively clears any financial hurdles for both the patient and provider.

## Explore the skills included in Olive's Patient Access solution

Name	Description
Eligibility	Improve your collection rate and reduce write-offs by confirming coverage is active, in the right filing order and billable.
Integrated Real-Time Eligibility	Reduce the number of eligibility checks occurring for a patient during their visit journey.
Coverage Identification	Reduce uncompensated care by identifying and correcting coverages that were not collected or verified during registration for self-pay patients.
Real-Time Coverage Identification	Proactively reduce uncompensated care by identifying potential coverage for uninsured patients in real-time.
Propensity to Pay (a Coverage Identification upgrade)	Develop a propensity-to-pay model to segment self-pay patient populations based on their likelihood to pay balances.
Notice of Admission	Protect your revenue by providing timely and accurate payer notifications for inpatient services.

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