

Patient Accounting

Improve claim and billing processes and enhance communication between patients, guarantors, employers, and payors.

In Healthcare Organizations, implementing a solution that removes time, cost, and frustration normally associated with traditional methods of communication has a direct effect on the productivity and satisfaction of administrators, IT professionals, and medical staff.

Hospital, Medical Center, and Physician Accounting staff are responsible for handling insurance claims and billing for procedures. Upon admission or completion of a procedure, Accounting sends a report to the appropriate insurance provider, who then returns a letter of guarantee or declines payment. Once processed by the provider, coverage and benefits information is sent back to Accounting. In turn, Accounting then bills the patient for any remaining balance. During this process, communication is required between Accounting, patients, guarantors, employers and payers. Should incidents occur during this process, additional communication is required to settle any discrepancies.

With Stroom Fax, claims and other key billing information, is scanned, emailed, or printed to the Stroom Fax server to be sent as an automated, electronic fax. Incoming information is received by the Stroom Fax server and automatically routed to the appropriate department or contact based on the receiving fax number. Documents are not left lying on a fax machine, and are automatically stored in a network folder for easy retrieval, improving security and allowing for an electronic audit trail.

The Stroom solution eliminates manual processes and costs associated with traditional faxing, and increases productivity through automation of processes. Stroom Fax helps to reduce paper records, improve work processes and ensure consistency. Stroom solutions assist with regulatory compliance to meet HIPAA standards as well as Joint Commission National Patient Safety Goals.

With Stroom, staff spends less time focused on manual processes and more time on core competencies - the quality of patient care.



Benefits

- Cleaner claims and improved communication
- Increased customer satisfaction
- Enhanced document security and audit trail
- Increased quality of patient care

CLEO COMMUNICATIONS
4203 GALLERIA DRIVE
LOVES PARK, ILLINOIS 61111
PHONE . 815 . 639 . 1100
FAX . 888 . 435 . 2348

1 . 800 . 325 . 7732
WWW . CLEO . COM
STREEMINSALES@CLEO.COM

CLEO
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GSA Contract Holder

