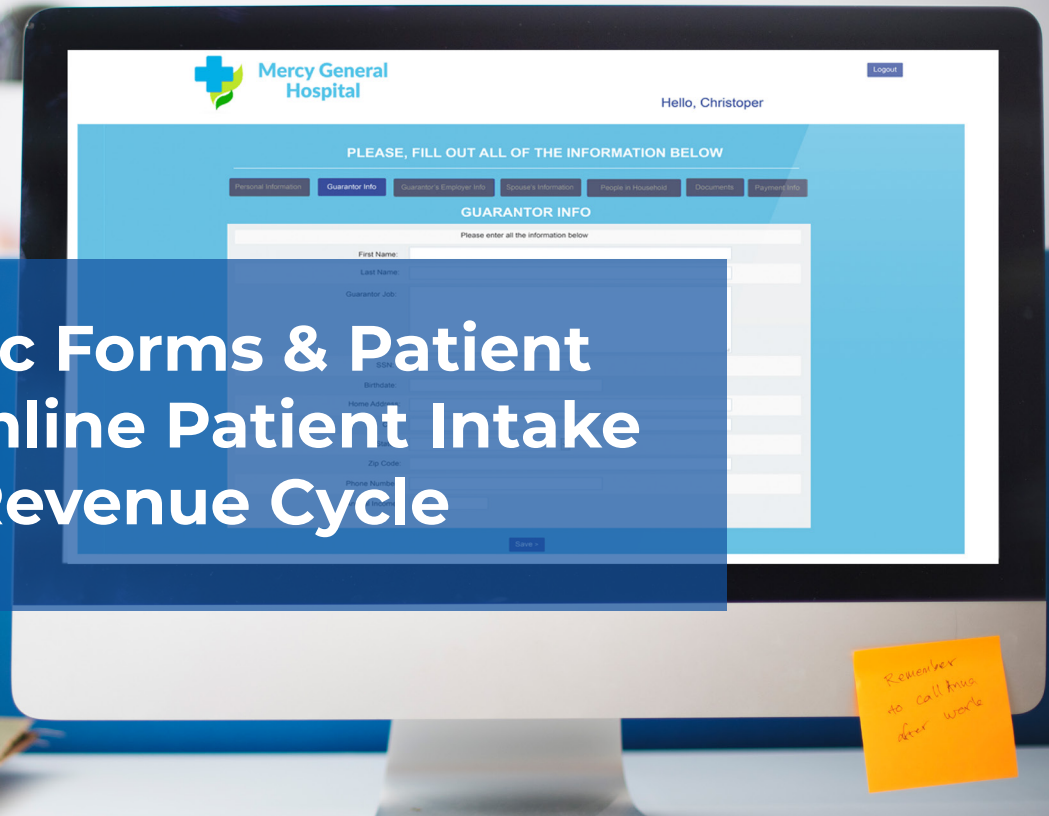


How Electronic Forms & Patient Portals Streamline Patient Intake and Shorten Revenue Cycle



What are Intelligent Forms?

Intelligent Forms is a highly configurable micro service that allows patients to conveniently and securely fill out and submit registration or intake forms online or at the point of service using any web-enabled device (computer, tablet, kiosk, or smart phone).

In a typical work flow, patients are encouraged to fill out registration paperwork online during the initial scheduling call. Once the patient provides consent and an email address, they are sent a registration link.

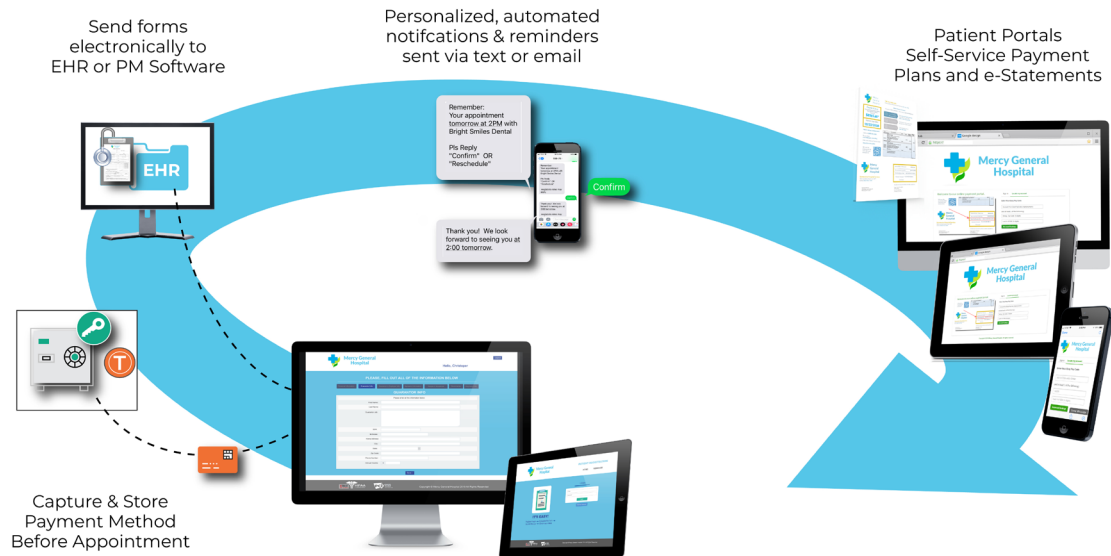
Once the patient clicks the link, they are sent to a HIPAA HITECH certified web page specifically branded for the provider. The patient enters their email address and creates a password.

Once logged in, they begin filling out the appointment-specific forms, review and update pre-filled demographic

information, and securely add a payment method if required.

Once the forms are completed and submitted, the patient information is electronically and securely pushed as structured data to a patient portal and/or provider system of record (EHR, PMS).





Why Patient Collections Should Start at Patient Intake

Bad debt has long been considered a necessary evil to healthcare providers. There will always be a percentage of costs that will go uncompensated, and either designated as charitable care, or written off as bad debt.

However, providers could always count on recovering the majority of revenue from insurance payers and government programs (Medicare and Medicaid).

That being the case, the healthcare industry's revenue cycle has traditionally focused on perfecting and automating the hard science of medical billing and coding, insurance verification, and claims and denial management.

However, the ripple effect from 2010's Affordable Care Act has completely altered the financial landscape for healthcare providers by making patients the new payer. In just the last three years, patient cost sharing has increased from 10% to 30% on average annually.

The constantly evolving science of collecting from payers is still a critical part of the revenue

cycle, however, the most accurate and effective coding and claims denial processes are now recovering 20% less of medical costs.

Many providers are finding out too late that the traditional patient billing process is not working on higher balances and they are seeing more uncollected revenue finding its way into third-party collections—the last stop before bad debt.

This is where a proactive billing strategy that captures a payment method and creates payment plan parameters prior to service is crucial for revenue cycle integrity.

To learn more Intelligent Forms, please contact us:

Call: 1.800.214.7490

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hello@intelligentcontacts.com