Optimize your front-end processes, from identity verification to point-of-service collections, with Patient Access Automation. Address the current and future challenges of your hospital and improve your bottom line—with minimal changes to your existing systems and staff.

Our unique solution suite features Insurance Verification and Patient Portion Estimation capabilities. Now, you can quickly identify your patients’ healthcare insurance coverage and automatically generate patient payment estimates right at the point-of-service.

<table>
<thead>
<tr>
<th>Process</th>
<th>TransUnion Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>REGISTRATION</td>
<td>ID/Address Accuracy</td>
</tr>
<tr>
<td>INSURANCE ELIGIBILITY</td>
<td>Insurance Verification</td>
</tr>
<tr>
<td>PATIENT RESPONSIBILITY ESTIMATION</td>
<td>Patient Portion Estimation</td>
</tr>
<tr>
<td>ABILITY-TO-PAY ASSESSMENT</td>
<td>Patient Financial Summary</td>
</tr>
</tbody>
</table>

- Streamline workflow
- Increase point-of-service collections
- Determine patients’ ability-to-pay
- Improve the patient experience
- Enhance decision-making
Registration

ID/Address Accuracy

Verify patient identity and address information up front with TransUnion ID/Address Accuracy. Patient self-reported data is compared against our extensive databases of consumer demographic and financial information – and any discrepancy is instantly highlighted for correction at the point-of-service. This helps to ensure that you receive highly accurate registration data for identity theft prevention and improved revenue recovery.

Improve the accuracy and efficiency of your registration process

Reduce claims denials and data entry errors

Ensure compliance with Red Flag Regulations and HIPAA privacy policies

Avoid potential medical errors

Data elements delivered

Patient name
Date of birth
Social Security number
Address
Phone number

Process

1. Patient identity information is sent to TransUnion via a standard HL7 feed from your registration system

2. TransUnion compares the patient registration information against multiple data sets

3. The patient registration information and TransUnion patient information is returned side-by-side for analysis

4. The user is alerted of any discrepancies, alerts or Red Flags by a pop-up message that displays in front of the registration screen

5. The user is able to resolve any discrepancies with the patient at the point-of-service

Technology specs

Solution delivered through TransUnion Toolbar

IT requirements:
- HL7 interface
- Internet Explorer (7.0 or higher suggested)
- Internet connection

* HFMA staff and volunteers determined that this product has met specific criteria developed under the HFMA Peer Review Process. HFMA does not endorse or guaranty the use of this product.
Insurance Eligibility

Verify insurance eligibility and benefits before delivering services to optimize your financial and patient management processes. TransUnion Insurance Verification provides patients’ eligibility and benefit levels for third-party coverage automatically at the point-of-service. Partner with TransUnion for direct connectivity to more than 400 payers across the U.S., as well as a number of automated and integrated insurance eligibility services.

Decrease claims denials
Increase point-of-service collections
Lower accounts receivable
Avoid costly manual verification calls
Improve workflow efficiency

Process

1. Patient identity and insurance information is sent to TransUnion via a standard EDI transaction (HIPAA ANSI X12 270) from your patient registration system
2. Benefit eligibility inquiry (HIPAA ANSI X12 270) message is transmitted to patient’s insurance company
3. Benefit eligibility response (HIPAA ANSI X12 271) message is returned by insurance company
4. Coverage and benefit information is integrated into your patient registration system via a standard EDI process. In addition, coverage and benefit information can be viewed via the MedConnect portal if integration is not available

Technology specs

Solution delivered through TransUnion MedConnect portal or direct integration into your patient registration system

IT requirements:
• EDI interface (HIPAA ANSI X12 270/271) for direct integration
• Internet Explorer (7.0 or higher suggested)
• Internet connection

* HFMA staff and volunteers determined that this product has met specific criteria developed under the HFMA Peer Review Process. HFMA does not endorse or guaranty the use of this product.
Patient Responsibility Estimation

**Process**

1. 18 months of payment history information and contract modeling is loaded into Patient Portion Estimation.

2. Patient identity information is delivered to Patient Portion Estimation via a standard HL7 feed from your registration system.

3. An insurance verification transaction is completed.

4. User enters information about the services to be provided.

5. Patient Portion Estimation calculates an estimate and a patient financial responsibility estimation letter is automatically generated.

**Linked solutions**

**Insurance Verification:** Integrate with the TransUnion Healthcare Insurance Eligibility Verification services.

**Patient Financial Summary:** Integrate TransUnion financial data to determine patients’ ability-to-pay and likelihood of financial aid.

**Technology specs**

Solution delivered through ClearQuote.

**IT requirements:**

- Insurance Verification transactions
- HL7 interface
- Internet Explorer (7.0 or higher suggested)
- Internet connection

**Patient Portion Estimation**

Improve collections by providing an accurate estimate of what the patient owes at the point-of-service. Patient Portion Estimation combines payer contract terms, charges and patient benefit levels to automatically generate an estimate of what the patient is likely to owe for the services to be provided.

- Increase point-of-service collections
- Summarize patient coverage and benefits for better decision-making
- Improve patient satisfaction and workflow efficiency
- Reduce days in accounts receivable

**Improve collections by providing an accurate estimate of what the patient owes at the point-of-service. Patient Portion Estimation combines payer contract terms, charges and patient benefit levels to automatically generate an estimate of what the patient is likely to owe for the services to be provided.**

**Summarize patient coverage and benefits for better decision-making.**

**Improve patient satisfaction and workflow efficiency.**

**Reduce days in accounts receivable.**
Ability-to-Pay Assessment

**Patient Financial Summary**
Get financial data summarized into a few key healthcare-specific metrics for quick decision making during registration and financial counseling. Patient Financial Summary condenses financial data into an easy-to-read format, helping you determine the patient’s ability-to-pay, as well as their likelihood to qualify for financial aid, at the point-of-service.

- Increase your point-of-service collections and net revenue
- Standardize your charity care determination process
- Improve patient satisfaction and workflow efficiency
- Reduce days in accounts receivable

**Process**
1. Patient identity information is sent to TransUnion via a standard HL7 feed from your registration system
2. Patient Financial Summary compares the patient registration information against multiple data sets and uses the patient’s credit report to calculate financial estimates, including probability of financial aid and likelihood of collection
3. Easily set tailored thresholds, like Federal Poverty Level (FPL) percentage cutoffs, that correspond to customizable decision indicators, such as “Qualified for Medicaid”
4. Pop-up messages are displayed in front of the user’s registration screen with the financial estimates and color-coded decision indicators based on the thresholds you’ve set

**Linked solution**
**Patient Portion Estimation:** Estimate how much a patient owes for services to be provided, then integrate Patient Financial Summary data to determine the patient’s ability-to-pay

**Technology specs**
Solution delivered through TransUnion Toolbar

**IT requirements:**
- HL7 interface
- Internet Explorer (7.0 or higher suggested)
- Internet connection

* HFMA staff and volunteers determined that this product has met specific criteria developed under the HFMA Peer Review Process. HFMA does not endorse or guaranty the use of this product.