ACU·SERVE℠
Collecting More, Faster.

ACU-Insight

America's most trusted End-to End Revenue Cycle Solutions Company

www.acuservecorp.com

ACU-Insight

Our History

ACU-Serve is an end-to-end revenue cycle management company offering solutions from intake through cash posting. For 30 years, we have been a strategic business partner for HME providers across the United States. We have more than 200 US-based employees combined with over 600 outsourced partners, allowing ACU-Serve to offer a cost-effective full-service solution. Our team processes in excess of $1B annually through our proprietary software, ACU-Insight. By using ACU-Insight, we provide complete visibility and full transparency into your business, giving you the freedom to grow while collecting more, faster.

The ACU-Serve Difference

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Why Outsourcing?

Dedicated, Full-time team

- Provides focus and consistency to increase efficiency and quality
- Allows for better coverage
  - Irrespective of working hours or influxes, our team ensures timely completion of orders/invoices

Complete Management Oversight

- Our team works directly with key contacts to ensure orders/invoices are processed accurately and timely
- Our team allows the provider to focus on their core business and their employees' responsibilities

Software Optimization

- Ensure you are fully utilizing your investment In your existing technology
- Establish best practices that align with your business model
- Eliminate unnecessary costs

Cost Efficiency

- Investment in office space, equipment, software, management, hiring, training, and employee benefits and wages significantly decrease
- Variable cost versus fixed cost

Advanced Analytics

- Visibility into every interaction with claims to identify improvements and eliminate unnecessary touches
- Quantified data provides actionable items to fix preventable problems quickly
- Streamline processes and stabilize cashflow
- Clean Claim Rate Analysis

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Advanced Analytics

Intake Efficiency

Our software includes masterful workflow, processes, information reporting, compliance checks and automation starting the process correctly to insure optimal submission and payment.

Denials and Payment Trending Reporting

Our software and tools model payer requirements, identify discrepancies for immediate correction pre-submission, decrease write offs by 50% or better and reduce lagging payments significantly.

Collector Efficiency

Additional workflow, automation and reporting that leads to increased efficiency, productivity and collections for our clients. By identifying the % of claims that are denied after the invoices have been worked, we can train, correct issues and lower labor costs, resulting in lower rates for our clients!

Advanced Analytics

Clean Claim Rate

ACU-Insights tracks clean claim rate each month to help identify concerns and successes. A clean claim is when no manual intervention is needed after confirmation and prior to receipt of payment.

Work History

Identifies trends and system updates by HCPCS, Item ID, payer and team members while quantifying issues

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Additional Benefits

ACU-Serve is honored to be considered as a strategic business partner to our clients.

Together, we will streamline processes and procedures to improve effectiveness while being more cost efficient.
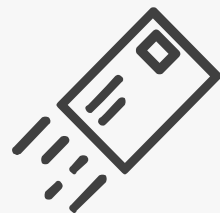
ACU-Serve is committed to partnering with you to improve the revenue cycle by having oversight to the following:

Additional Benefits

Software Optimization

- Maintain price tables and fee schedules
- Review and implement enhancements
  - Payer set up to include ERA

Clean Claim Rate

No manual intervention is needed as the claim flows from confirmation to payment
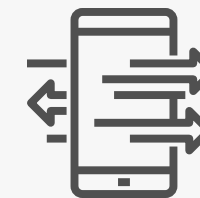
- Cleaner claims result in lower rates

Data Analysis with recommendations for improvement

- Monthly review of denial trending, invoice touches and payment activity

DSO by payer and payer group

- ACU-Serve clients typically see AR over 90 less than 15%

Minimize write offs and adjustments

- Data analysis to determine root causes

Share best practices and industry news

- ACU-Serve is a member of AAHomecare, various state associations, and Medicare councils

Full Revenue Cycle Management

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Intake / Customer Service

- Process incoming orders
- Documentation Retrieval

Documentation Retrieval

- Obtain Expiring / Expired PARs
- Obtain Expiring / Expired CMNs
- Work 90-Day compliance patients
- Obtain new insurance for patients whose insurance has termed

## AR Collections and Follow Up

- Front end rejections
- Batch Failures
- Denials
- Open AR
- HCFA printing
- Price Table / Payer Optimization

Cash Posting

- Post all payments
- Identify Refund liabilities
- Post all denials
- ERA/ERN optimization

Additional Benefits:

- Software Optimization
- Internal compliance reviews documented for accreditation
- Free Subscription to HIPAAwise
- ACU-users are complimentary in billing software

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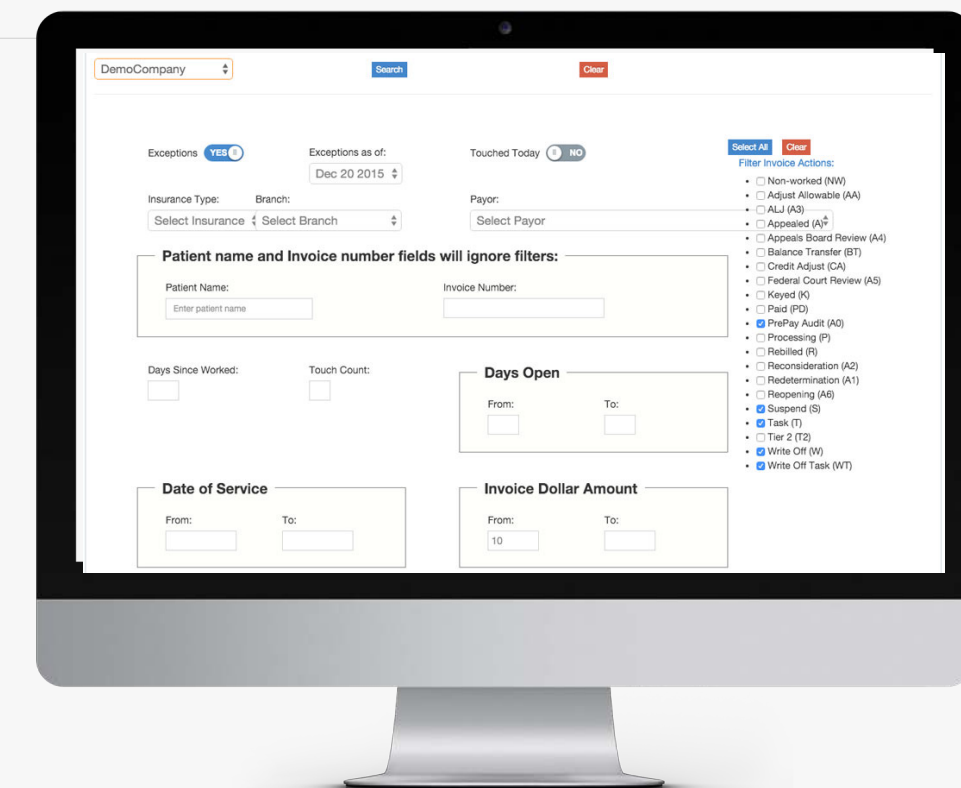
Intake / Customer Service

ACU-Serve will process the order completely, you simply deliver the product. We handle the rest.

ACU-Serve Responsibility

- **Process incoming orders**
  - Notify physicians and patients an order has been received
- **Answer incoming physician or discharge planners dedicated phone line**
- **Documentation Retrieval**
  - Compliance documentation
  - PAR/CMN
  - Obtain qualifying refill notes and continue use documentation for supply items
- **Insurance eligibility to include PAR requirements**

- **Review copay and deductible with patient**
- **Collect Autopay**
- **Schedule delivery**
- **Confirm order**
- **Customized SOP**
- **Automated outbound call and texting**
  - Inform patient of a pending order
  - Insurance terminations
  - Physician appointments

Client Responsibility

- **Discharge Orders**
- **Equipment delivery**
- **Obtain ABN at time of delivery**
- **Patient billing questions**

- **ACU-escalations**
- **New 5-Year RUL patients**
- **Pre and Post Pay Audit Submission**

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ACU-Serve Results

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AR Collections

ACU-Serve will work all identified open AR, allowing your team to focus on growth opportunities.

ACU-Serve Responsibilities

- ➔ Front end rejections
- ➔ Batch failures
- ➔ Denials
- ➔ Open AR
- ➔ Print HCFAs
- ➔ Price Table, System and Payer Optimization

- ➔ Cash Posting
  - Post all payments
  - Identify Refund liabilities
  - Post all denials
  - ERA/ERN optimization

Client Responsibilities

- ➔ Additional Documentation needed to collect open / submitted AR
- ➔ Equipment Restarts due to initial non-qualifying or insurance changes
- ➔ Pre and Post pay audits and all associated denials

Documentation Retrieval

ACU-Serve will obtain all missing and/or required documentation needed for compliance and to ensure payment or pickup

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ACU-Serve Responsibilities

→ **Obtain Expiring / Expired CMNs**
- Annual renewals for state requirements
- Supply replenishment
- Identify payer requirements and timing of returned auth
- Obtain supporting documentation

→ **Work 90-Day compliance patients**
- Defined process to include follow up with patients and physicians
- Includes automated calls, live calls, and letters

→ **Obtain new insurance for patients who insurance has termed**

→ **Software Optimization**

Client Responsibilities

→ **Pending Pickup**

→ **Restarts**

→ **New to Medicare patients**

Resupply

ACU-Serve Responsibilities

- Enter order in billing software or work from billing software

- Verify payer coverage limits

- Verify insurance eligibility

- Verify / Obtain prior authorization

- Verify order is valid
  - Fax order to physician
  - Live call to physician for follow up

- Collect copayment / deductible

- Process order for drop shipping

Client Responsibilities

- Process in-office orders

- Manual Shipped Orders

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Know Your Software

- Implement Resupply Limits to reduce overutilization

- Create a payer matrix to help direct the intake team

- Maintain fee schedules
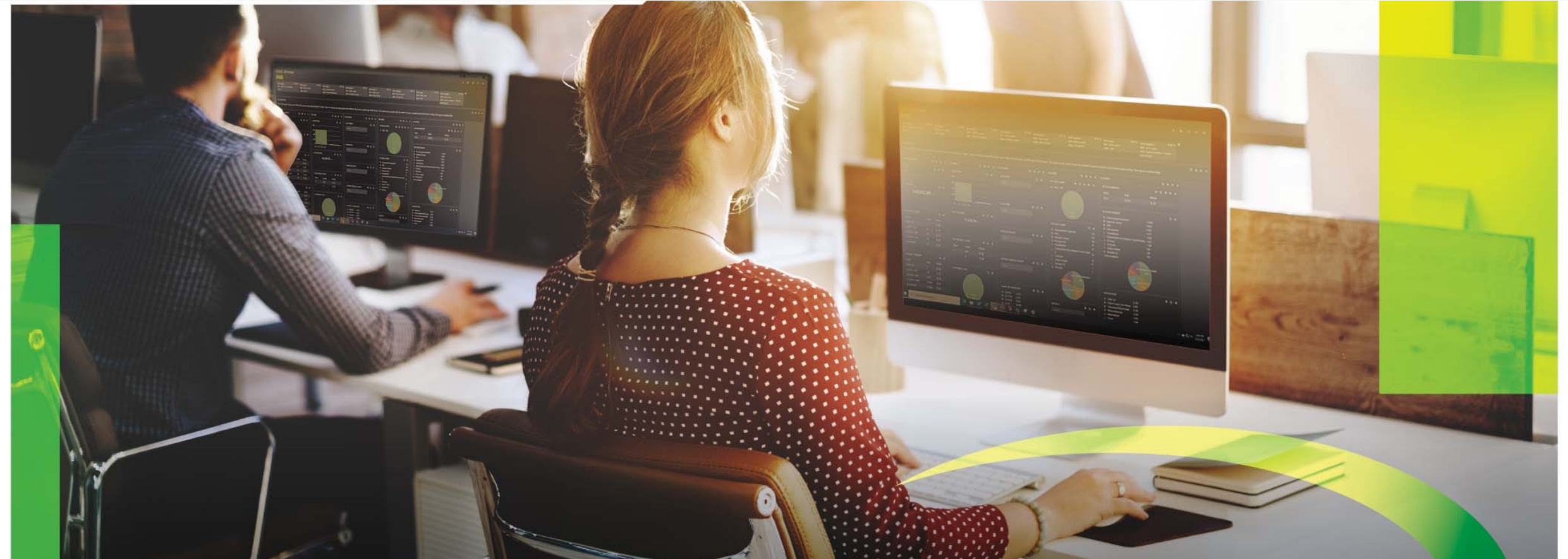
- Customized Standard Operating Procedures
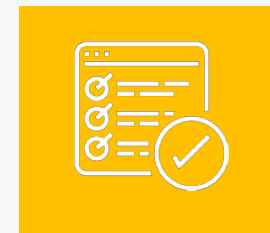
ACU-Insight

Intake.
Compliance.
Collections.

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Projects

- Due Diligence
- AR Clean up
- RUL

Audit Services

- Pre and Post Pay
- QA Orders prior to confirmation
- Detailed findings for quality improvement

Consulting

- Intake process review
- Intake process development
- Intake On-sight analysis

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