

SOLUTIONS FOR HEALTHCARE

PROVIDER



A Shifting Marketplace Demands Provider Solutions That Can Keep Up

More than 400 providers have selected Alorica to develop and deploy custom programs and platforms that deliver an exceptional patient experience while growing top line revenues and controlling costs.

Why Alorica? The environment in which healthcare providers operate today is complex, and there are more changes on the horizon. Healthcare providers need a trusted partner to help them navigate these challenging times. Alorica understands the landscape—from regulatory changes, disruptive shifts toward Accountable Care Organizations (ACO) and the increasing needs of the individual patient.

Delivering value is paramount, and Alorica accomplishes this by:



ENHANCING THE PATIENT EXPERIENCE

It's not about us — it's about you. We act as an extension of your organization, seamlessly reflecting your brand promise to your patients. From enrollment to verification to account resolution, we approach each part of the patient journey as an opportunity to make lives better, one interaction at a time. Our award-winning "Customer Experience Transformation" platform can help you enhance the patient experience while growing both loyalty and revenue.



CONTROLLING COSTS

Partnering with Alorica allows you to take advantage of our healthcare provider solutions without making significant capital and ongoing financial commitments to building, deploying and maintaining your own infrastructure. Our global network provides you with compliant and patient-focused communications, reporting and management resources designed to solve your business challenges.



GROWING REVENUES

From eligibility and benefits verification, to revenue cycle management and account resolution, Alorica has solutions to help increase your cash flow. Using intelligent automation, our custom solutions reduce cost and increase revenue, all while streamlining your internal processes.

Services Offered:

ELIGIBILITY PATIENT ADVOCACY LIAISON SERVICES (EPALS)

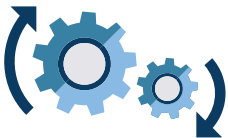
EPALS provides a streamlined approach to Medicaid eligibility services, with alignment to the mission and values of your organization. Dedicated EPALS employees in your hospital locations provide eligibility and out-of-state Medicaid assistance to patients, while EPALS solutions leverage intelligent automation to help control costs and increase cash flow.

EXTENDED OFFICE SERVICES (EOS)

EOS acts as an off-site extension of your organization for revenue cycle management, including billing, re-billing and follow-up activities for various financial classes and placement ages. Data-driven account segmentation sorts accounts by repayment probability, helping to maximize account resolution while maintaining a positive patient experience.

IN ADDITION TO EPALS AND EOS, ALORICA ALSO OFFERS ROBUST HEALTHCARE PROVIDER SOLUTIONS FOR:

- ACA enrollment assistance including ACA Certified Application Counselors
- Scheduling
- Eligibility and benefits verification
- Prequalification and enrollment
- Account resolution
- First party collections
- Claims submission and management
- Claims denial review and appeals
- Remittance and payment management
- ...and much more!



THE JOURNEY STARTS HERE

Intrigued? Excited? Us too. To learn more about how partnering with Alorica can help your business, contact us today.

ABOUT ALORICA

Alorica is a global leader in customer experience solutions. We are made up of 100,000 passionate problem solvers who make lives better through positive customer interactions—at every touchpoint—across voice, chat and social. Leveraging innovative technologies—including intelligent automation and a comprehensive analytics suite—we support the world's most respected brands with the best talent and resources necessary to create insanely great experiences. Alorica provides a host of world-class services—from customer care to financial solutions and digital services—to clients across industries of all kinds, many of whom are on the Fortune 500. Alorica contact centers and operation hubs span the globe with locations in 14 countries. To learn more, visit www.alorica.com.

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