

REVENUE CYCLE MANAGEMENT TRANSFORMATION

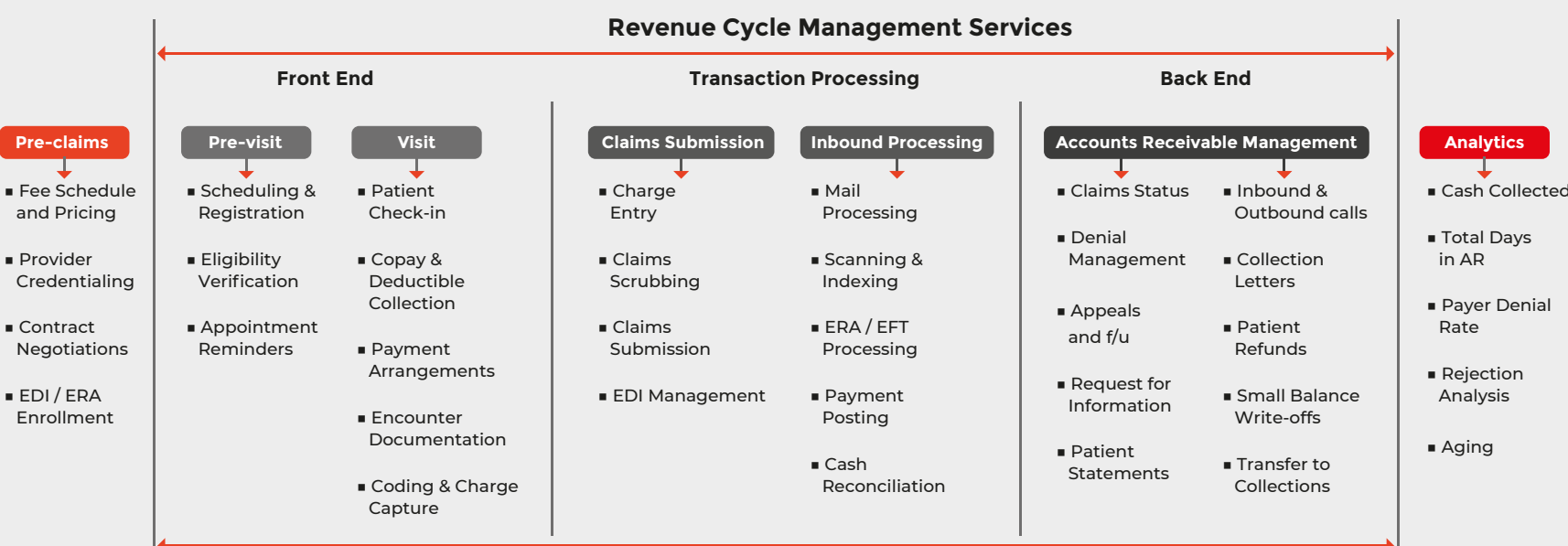
Augment Net Revenues and Optimize Cash Flow with WNS' Smart Revenue Cycle Management (RCM) Solutions

Revenue cycle departments are facing the dual pressures of ensuring billing transparency while securing fair and timely reimbursement. Amid ever-changing healthcare regulations and the move towards value-based reimbursement, it can be difficult for healthcare organizations to drive streamlined RCM practices. The following factors make it imperative for organizations to have a robust end-to-end RCM process:



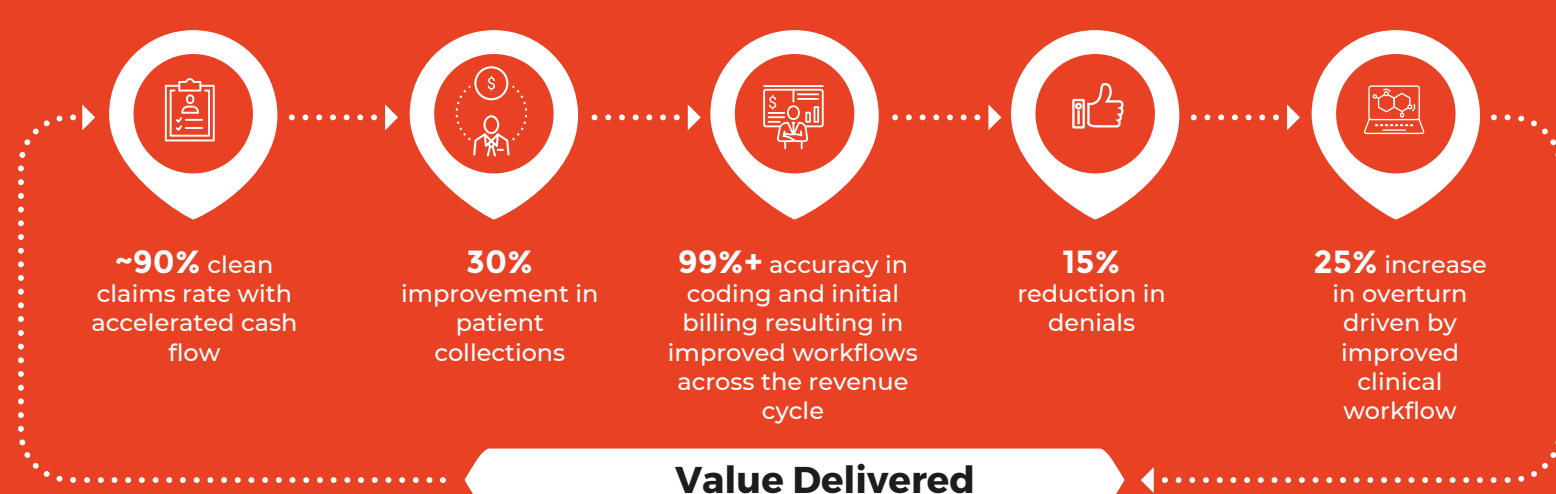
WNS' Analytics-led RCM Solutions

Our end-to-end RCM solutions address the core challenges that healthcare organizations face in maintaining financial viability and providing quality patient care. From patient scheduling and registration, to claims submission, to denial management – WNS provides the entire gamut of services underpinned by the power and insights of analytics.



The Benefits

Benefits	Services	Outperforming with WNS' Tools
<p>Enhancing Patient Experience</p>	<ul style="list-style-type: none"> Real-time eligibility check of patients Providing patients with estimates prior to the medical services Financial counseling to guide patients 	<ul style="list-style-type: none"> Automated eligibility verification – >98% accurate real-time eligibility check Insurance discovery tool – ~20% of 'Self-pay' converted to insurance pay Patient pay estimator – 65% increase in patient pay amount
<p>Coding and Revenue Integrity</p>	<ul style="list-style-type: none"> Medical coding driven by highly experienced / certified medical coders System-driven validations to ensure accuracy of coding prior to billing Review quality and regulatory requirement 	<ul style="list-style-type: none"> Integrated workflow solution for eligibility, clinical documentation review and coding Proprietary risk scoring tool to score revenue risk based on clinical documentation, payer category etc.
<p>Claims Management</p>	<ul style="list-style-type: none"> Automate claims preparation and validation against payer rules Accurate review of payer response and triage for accounts receivable follow-up Automated denial classification basis EDI 835 	<ul style="list-style-type: none"> Integrated workflow solution – Payer database integration, denial classification and appeals automation reduce ~30% manual effort Hold-time reduction with IVR automation – ~90% reduction in hold-time on payer calls, significantly improving accounts receivable rep efficiency
<p>Denial Management</p>	<ul style="list-style-type: none"> Proactive denial management Holistic approach to categorize and manage denials Analytics-led approach to determine appeals process 	<ul style="list-style-type: none"> Collections scoring tool – Propensity-based scoring tool to maximize collection by aligning specific strategies Workflow automation – Eliminate non-value add activities for accounts receivable reps to improve productivity
<p>Collections Management</p>	<ul style="list-style-type: none"> Payer / Patient payment behavior modeling for customized collections plans Identify issues and causes of revenue leakage and design revenue protection plans 	<ul style="list-style-type: none"> INTELLICollect® – Data science-enabled automation of collection strategy. Helps increase collections potential Collection reporting & insights – Tracking key performance indicators of collections e.g. revenue mix, days in accounts receivable, net collections ratio, visit volume, zero pay percentage, denial reasons



Why WNS?

Proven Clinical Expertise

- 15+ years of clinical expertise in co-creating RCM solutions for hospitals, physician groups and medical groups
- Center of Excellence (COE) model, and coding academy to invest and grow talent pool
- 200+ certified coders and RCM domain experts

Advanced Workflow and Tools

- Cloud-based RCM platform with advanced workflow features
- Rules engine that can automate complex workflows
- Easy to integrate with any Electronic Health Record (EHR) / Electronic Medical Record (EMR) system
- Built-in reference tables to capture payer-specific requirement
- Plug-and-play tools that bring in operational efficiency and productivity

Operational Expertise and Embedded Analytics

- End-to-end operational coverage backed by extensive experience in transforming operations for multiple clients
- Advanced analytics and proprietary algorithms to identify trends
- Risk and collections scoring tools for specific strategies to improve reimbursement

Delivery Expertise



References
<https://revcycleintelligence.com/features/what-is-healthcare-revenue-cycle-management>
<https://www.carecloud.com/continuum/what-is-revenue-cycle-management-rcm/>

WNS (Holdings) Limited (NYSE: WNS) is a leading Business Process Management (BPM) company. We combine our deep industry knowledge with technology, analytics and process expertise to co-create innovative, digitally led transformational solutions with over 400 clients across various industries. The industries include healthcare and life sciences, banking and financial services, consulting and professional services, insurance, manufacturing, media and entertainment, retail and consumer packaged goods, telecommunications and diversified businesses, shipping and logistics, travel and leisure, and utilities and energy. We deliver an entire spectrum of RCM solutions including industry offerings, customer interaction services, finance and accounting, human resources, procurement, and research and analytics to re-imagine the digital future of businesses. We have delivery centers worldwide including in China, Costa Rica, India, the Philippines, Poland, Romania, South Africa, Spain, Sri Lanka, Turkey, the United Kingdom and the United States.