



## Maximize Patient Engagement and Improve Healthcare Outcomes

Introducing Patient Access Solutions, a comprehensive solution designed specifically for FQHC (Federally Qualified Health Center) organizations. Our cutting-edge platform and experienced team of professionals are dedicated to enhancing patient engagement, streamlining communication, and improving healthcare outcomes. With our tailored services, your FQHC can provide unparalleled patient care while optimizing operational efficiency.

### Scheduling

- Patient Insurance Assistance
- Point of Service Collections
- Expanded Hours 24/7

### Pre-Authorization Verification

- Staffed RNs for Enhanced Accuracy
- Authorizations within 48 hours
- Peer Review Process



### Eligibility Services

- 30-minute TAT for Emergent Cases
- Benefit Verification
- Medicaid Eligibility
- Coverage Discovery Solutions

### Patient Call Center

- Pre Registration Services
- Billing Call Center
- Overflow Assistance
- Extended Operating Hours
- Self Pay Follow-up

## Benefits of CPa's Enhanced Patient Contact Services:

- ✓ Multi-Lingual Solutions
- ✓ Expanded service window enhancing patient satisfaction
- ✓ Increase coverage accuracy at time of service to 98%
- ✓ Enhanced cash flow with accurate registration data
- ✓ Regulatory and Compliance Security Certifications
  - TCPA & FDCPA Compliant
  - ASA (average speed of answer) <5 Seconds
  - Abandon Rate <2%
  - First Call Resolution