

## FQHC Patient Contact Center Solutions

### Maximize Patient Engagement

Introducing Patient Contact Center Services, 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.

Helping you achieve healthier revenues for a healthier mission

### Patient Contact Center Services



#### Pre-Authorization Verification

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



#### Patient Call Center

- Patient Portion Co-Pay and Deductible
- Self-Pay Collections Payment Plans
- Bilingual Capabilities



#### Patient Registration & Scheduling

- Demographics of New Patients and Insurance Information
- Point of Service Collections
- Expanded Hours 24/7



#### Eligibility Services

- 30-minute TAT for Emergent Cases
- IP, OP, and Specialty-Focused Services
- Automated Patient Follow-Up and Collections

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

#### Regulatory and Compliance Security Certifications

- TCPA (Telephone Consumer Protection Act) Compliant
- FDCPA (Fair Debt Collection Practices Act) Adherence
- PCI DSS (Payment Card Industry Data Security Standard) Certification

#### Self-Pay and Patient Portion Collections

- Digital Messaging Campaigns (Dialer and Text)
- Increased Collections ~20%
- Decreased Bad Debt Placements ~40%

## Patient Call Center Solutions

# That Strengthen Access and Drive Engagement for FQHCs

Introducing the FQHC Call Center - your comprehensive solution to enhance communication, streamline operations, and optimize patient care within your Federally Qualified Health Center (FQHC) organization. With our cutting-edge technology, highly trained agents, and personalized approach, we are here to revolutionize how you interact with your patients and deliver exceptional healthcare services.

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## Benefits of CPa's Inbound and Outbound Patient Services Call Center

- Dedicated Service Centers
- Scalable Workforce - 15,000+ Calls per Day
- Call Recording Technology
- Abandon Rate <2%
- ASA (Average Speed of Answer) <5 Seconds
- Pre-Registration
- Patient Friendly Statements
- Automated Payment Options
- IVR Technology