

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



Patient Registration

- Assist registrations for new and established patients
 - Create an MRN
 - Add demographics & identity
 - PCP & emergency contact information
 - Insurance information



Patient Advocacy & Referral Process

- Manage patient changes and cancellations
- Provide out-of-pocket estimates and payment guidance
- Reduce patient non-payment risk
- Confirm required documents before appointments
- Schedule specialist appointments for PCP patients
- Send documents for specialist review
- Confirm specialist insurance acceptance



Scheduling Services

- Set-up appointment with physician
- Schedule the pick-up and destination of the patient
- Checks the location of the driver



Patient Call Center

- Process payments, discounts, and financial assistance
- Update insurance information
- Handle care-level and coding complaints
- Resolve billing questions, disputes, refunds, and claims
- Monitor changes like bad addresses, failed emails, expired cards, and failed auto-pays



Eligibility Services

- Verify eligibility through payer portals and calls
- Follow up with patients on insurance issues or rejections
- Communicate status updates to the provider and flag any potential need to reschedule



Self-Pay and Collections

- Increase patient collections through payment plans
- Send patient statements and follow up through outbound calls
- Follow compliant dialing strategies to improve contact rates
- Trace updated contact information when records are incorrect



Pre-Authorization Verification

- Obtain insurance approvals
- Coordinate with the physician on payer-required documentation
- Communicate authorization status to the provider and flag any potential need to reschedule

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

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