



Revenue Cycle Management

A TELCOR Outreach Information System® Application

TAKE CONTROL

- ✓ Produce a crystal-clear picture of where your Laboratory Program stands financially
- ✓ Grow your business with extensive client pricing options and customized invoicing per client
- ✓ Monitor sales performance with territory management views
- ✓ Reduce Days Sales Outstanding (DSO) by eliminating errors prior to billing with comprehensive Rules Processing
- ✓ Improve productivity and reduce FTEs with streamlined exception-based workflow for billing and A/R processing
- ✓ Easily track reimbursement discrepancies to recover payer under payments
- ✓ Target problem clients for education based upon ranking of transaction errors
- ✓ Monitor financial performance for multiple companies with Multi-Entity

“My staff love that it is so easy to navigate the TELCOR Revenue Cycle Management system and that they can see all of the needed information in one place. We looked long and hard at several systems, and we have been very satisfied with our choice.”

Gerry Wood, Senior Director of Finance, Revenue and Receivables, Berkeley HeartLab

The TELCOR **Revenue Cycle Management** solution is designed to allow your laboratory to efficiently and effectively control the billing and collection processes required to ensure the Laboratory Program is a profitable and successful endeavor. It eliminates compromises often required by billing applications designed for the hospital or practice management environments. It improves customer satisfaction, business office workflow and provides tools that assist with sales and operational management.



REVENUE CYCLE MANAGEMENT

The Revenue Cycle Management solution provides the functionality to optimize the pricing, billing and collection process for laboratories. Features include:

- Workflow friendly - everything to manage a payer, account or client is a click away
- Up-to-the minute management view - know where revenue, claims, payments and A/R stand at any time
- Keep the management team informed with the export of all data views to Microsoft® Excel
- Eliminate account entry for client billed transactions
- Maintain account data indefinitely with an unlimited number of payers and produce consolidated patient statements
- Comprehensive validations and rules ensure clean, compliant transactions prior to billing
- Automatically fax providers to request missing information
- Be competitive with flexible client discounting and special procedure pricing
- Rank clients based upon their transaction error rate
- Catch invoice problems prior to printing with online review and editing
- Accommodates both client daily and monthly invoices with distribution by fax, e-mail and HL7 charge messages
- Client invoices formatted, presented and distributed according to client's needs
- Accommodates both UB-04 and CMS 1500-NPI claim formats and electronic 837 submissions
- Automatic remittance processing to subsequent payers, guarantors, clients or error based upon advice rules
- Manage payer under payments with reimbursement exception processing
- Streamlined Workqueue entry and management for payments, refunds, denials and adjustments
- Extensive collection tools to process and track A/R
- Accommodates payment plan arrangements
- Interfaces provided for patient accounts, charges, claim submissions, remittance, statement mailing services, collection agencies, refund check requests and general ledger system
- Communicate easily with integration of e-mail and PDF attachments of billing reports
- HIPAA compliant
- ICD-10-CM/PCS compliant

TELCOR, an employee owned company founded in 1995, is an industry leader in the laboratory point of care and outreach/reference lab markets, providing unparalleled software products and services and exceptional customer support. TELCOR's proven implementations are performed by clinically experienced, IT knowledgeable resources who understand each customer's unique environment.

Microsoft
GOLD CERTIFIED
Partner

All TELCOR applications have been built with current Good Manufacturing Practices (cGMP) and TELCOR is a Microsoft® Gold Certified Partner. Microsoft, Microsoft Excel and Microsoft.NET are either registered trademarks or trademarks of Microsoft Corporation in the United States and other countries.

TELCOR's Commitment to Security and Compliance

TELCOR is committed to remaining compliant and maintaining the compliance of its products with all new and upcoming federal regulations for billing including, but not limited to, HIPAA, the HITECH Act, ICD-10 and PCI SCC.

