



## PRE-REGISTRATION & PATIENT ACCESS CALL CENTER SUPPORT

In today's world, staffing challenges are making it difficult for health systems and physician groups to meet patient satisfaction and revenue objectives. These challenges have left many healthcare organizations struggling to effectively complete pre-registration and patient access tasks that are critical to a great patient experience and a healthy and effective revenue cycle.

Together, Revco Solutions and EOS, a Revco Management Company, offer industry-leading, customized inbound and outbound calling programs for pre-registration, scheduling, and customer service. Our dedicated team can complement or replace your staff efforts on a schedule that fits your needs.

## TRAINED REPRESENTATIVES

Our healthcare specialists are not only extensively trained in HIPAA, data security, and regulatory compliance, they are also trained specifically for each project they are assigned. The representatives assigned to your organization will learn your established protocols and procedures for registration, insurance verification, and customer service. Your dedicated team will also work directly in your system, notating accounts per your policies and making the information immediately available to your patient access and care team.

## GUARANTEED SECURITY & COMPLIANCE

You can rest assured that your patients, reputation, and receivables are in good hands with Revco Solutions. We guarantee that all of our interactions are in compliance with the stringent regulations of the healthcare industry, and your patients' health and financial information is stored under lock and key in state-of-the-art data and technology facilities.

## OVERSIGHT & ACCOUNTABILITY

After an initial training period during onboarding, each representative assigned to your organization will be held accountable for meeting or exceeding agreed-upon performance levels, including an average number of accounts scheduled or registered per shift. A dedicated management team will ensure proper oversight of our partnership on a daily basis and will provide regular performance updates to ensure our representatives continue to exceed your expectations.

## ABOUT REVCO SOLUTIONS

Revco Solutions is a new name in collections that has been built on a foundation of proven solutions. Created by the acquisition of Professional Recovery Consultants and Credit Bureau Collection Services in 2019, and the addition of ARMC Financial Services and EOS+GSB in 2021, we bring over a century of contact management and collection experience to the healthcare industry. Our combined organizations manage billions in placements annually from hundreds of physician practices, hospitals, and health systems, including several of the country's top ten largest non-profit systems. To learn more visit [www.RevcoSolutions.com](http://www.RevcoSolutions.com).



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