



TotalRCM – Overview of the processes

4 Onboarding Process

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Overview of Onboarding Process

The onboarding process at a medical billing company is a crucial phase that sets the foundation for a successful partnership between the billing company and healthcare providers. This process involves a series of steps designed to ensure a smooth transition of billing operations, alignment of expectations, and establishment of effective communication channels. Proper onboarding is essential for accurate and efficient management of the revenue cycle, ultimately leading to improved financial outcomes for healthcare providers.

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Overview of Onboarding Process

Key Steps in the Onboarding Process in Total RCM Solutions

1) **Initial Consultation and Needs Assessment:**- The process begins with a detailed consultation between the medical billing company and the healthcare provider. During this stage, the billing company assesses the provider's specific needs, including the types of services offered, patient demographics, and existing billing challenges. This helps tailor the billing services to meet the provider's unique requirements.

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2) Contractual Agreement:- After the initial consultation, both parties finalize the contractual agreement. This document outlines the scope of services, pricing, terms and conditions, and key performance indicators (KPIs). Clear agreement on these terms is crucial to avoid misunderstandings and ensure a successful working relationship.

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- 3) Data Collection and System Integration:-** After the initial consultation, both parties finalize the contractual agreement. This document outlines the scope of services, pricing, terms and conditions, and key performance indicators (KPIs). Clear agreement on these terms is crucial to avoid misunderstandings and ensure a successful working relationship.

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- 4) Process Mapping and Workflow Development:-** After the initial consultation, both parties finalize the contractual agreement. This document outlines the scope of services, pricing, terms and conditions, and key performance indicators (KPIs). Clear agreement on these terms is crucial to avoid misunderstandings and ensure a successful working relationship.

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5) **Training and Education:** - Both the provider's staff and the billing company's team undergo training to ensure everyone is familiar with the processes, software, and expectations. This training may cover areas like coding practices, use of billing software, and compliance with healthcare regulations such as HIPAA.

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- 6) Pilot Phase and Testing:** - Before full-scale implementation, a pilot phase is conducted where a small batch of claims is processed. This testing phase helps identify any potential issues or areas for improvement in the workflow, ensuring that everything is functioning smoothly before going live.

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- 7) **Go-Live and Continuous Support:** - After successful testing, the billing process goes live. The billing company provides continuous support during this transition, addressing any issues that arise and making necessary adjustments to optimize performance.

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- 8) Performance Monitoring and Reporting:** - Once the onboarding process is complete, the billing company regularly monitors performance against the agreed-upon KPIs. They provide detailed reports to the healthcare provider, offering insights into claim submissions, reimbursements, denials, and overall financial health.

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Effective onboarding is crucial for establishing a strong working relationship between the medical billing company and the healthcare provider. By carefully managing this process, the billing company can ensure that it delivers accurate, efficient, and compliant billing services, ultimately contributing to the provider's financial success.



Thank You

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