

WE WON'T ASK WHERE IT HURTS

You're a medical laboratory struggling to vastly improve billing and collections while suffering from the ever increasing demands of payers for greater efficiency and your support of accountable care organizations.

BECAUSE WE ALREADY KNOW



THE FUTURE...

Due to healthcare reform, radical methods of shifting or reducing administrative costs are taking the focus off patient outcome. Demands are being placed on laboratories that will seriously impact their operations.

Managed care contracts

Third party billing

New pre-approval requirements

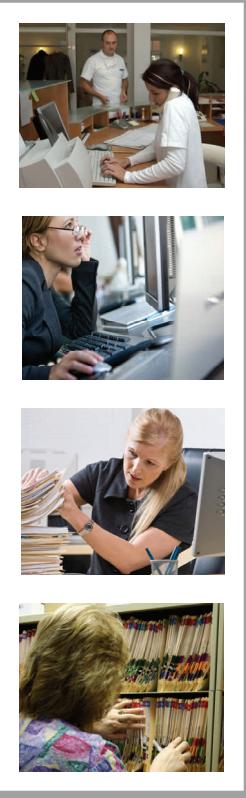
Integration with and support of ACO

(Accountable Care Organizations)

Communication and exchange of patient/test data (EMR)

Extensive submission and denial process requirements

Above are just some of the issues that will wreak havoc on existing processes creating an increase in the amount of work that will need to be handled manually. The survival ‘sweet spot’ can be achieved by adding workflow capabilities onto existing laboratory information and billing systems.



THE SOLUTION...

WORK CENTER MANAGER (WCM) SOFTWARE

- Overlays your existing laboratory and billing systems
- Ties into your front end order systems allowing you to ‘get ahead’ of accessions that are likely to be problematic later
- Arms your staff with efficient tool that integrate and streamline your processes, significantly reducing the time it takes to complete the work
- Facilitates the coordination and sharing of customer/patient information with payers, providing workflow capability that is key to driving new efficiencies
- Coordinates manual tasks such as outbound telephone activity to follow a consistent process and lower cycle times that delay claims submission or reimbursement
- Guarantees a measurable increase in productivity and revenue
- Establish staff accountability



WHERE TO BEGIN...

20/20 INSIGHT PROGRAM

- Visit
- Observe
- Learn
- Comprehend
- Identify
- Analyze
- Demonstrate
- Recommend



ServiceSPAN's 20/20 Insight Program

Our **20/20 Insight Program** identifies high value process improvements that can be effectively implemented with our **Work Center Manager (WCM)** software. ServiceSPAN specialists will articulate insightful analyses and prepare a customized demonstration and citing specific recommendations of how WCM can provide significant improvement that will stop the pain.

Our 3 Step process is simple!

Step 1 - Discovery Meeting

Our process starts with a joint discussion focused on establishing a working relationship, understanding your current operational environment and reviewing substantive WCM value propositions.

Step 2 - Visit / Review

Our unique expertise in providing work center automation qualifies us to quickly determine where WCM can make a difference. We conduct an 8 to 12 hour visit in cooperation with your selected personnel to view work center operations, interactions and workflow. Our objective is to identify "problem areas" on which to focus in Step 3.

Step 3 - Demonstration

Using the findings from Step 2, we provide a custom demonstration of how WCM can be configured to achieve an impact on your work center costs. The demonstration will show selected transactions and how they can be improved by WCM, leading to lower unit costs, lower cycle time, better accountability and greater employee and customer satisfaction.

A History of Success

ServiceSPAN has the knowledge, experience and innovation to provide Process Improvement that enables businesses to enhance their operational efficiencies and focus on growth and revenue.

Work Center Manager (WCM) is a powerful software product that overlays and integrates with existing automation. It is flexible and can be configured to address even the most overwhelming productivity challenges. WCM provides increased levels of visibility, efficiency and control over all aspects of the work and operation.

For more than 20 years, ServiceSPAN has successfully helped companies achieve shorter cycle times, staff accountability and measurable cost savings for its customers. This positive impact on productivity enables businesses to concentrate all their efforts on gaining a competitive advantage and increasing profits.

**To learn more about Process Improvement
for your operation, please visit us at:
www.servicespan.net**

Or contact our Sales Team directly at 516-576-8000

