Eligibility: A Patient Access Approach  
Wednesday, March 2, 2011  
8:30pm registration, program from 9 am —5:00 pm  
Creekside Banquet Facility  
2669 Union Road, Cheektowaga, NY 14227  

Presented by Yvonne B. Perez  
Vice President, NCO  
Eligibility Patient Advocacy Liaisons and Extended Business Office Services

Summary:  
The change in the economy has affected all industries, including healthcare and all of its extension businesses; business as usual is no longer a suitable norm. The challenges impacting Providers and changes in patient expectations require new best practice solutions to meet these demands. Today’s Best Practices include:  

- A Redesign to meet the new challenges  
- Greater flexibility in work processes  
- Adaptability to the healthcare environment  
- Transparency  
- Collaboration with Financial Counseling and Case Management  
- Documentation & Due Diligence  
- Clinical Approach to Denials  
- Improved focus on account resolution  
- Customer Service excellence in all aspects of our business  

A new Eligibility best practice model integrates the full scope of Patient Access to supply Providers with a solution that will include coverage for all points of entry and earlier in the account process. The end result is maximizing medical assistance linkage for qualified individuals and positively impacting reimbursement to your facility.

Outline:  
1) Eligibility Overview  
   Traditional Eligibility Function  
   Challenges  
2) Healthcare Reform  
   Legislative changes affecting eligibility  
   Impact  
3) General trends in Healthcare  
   New York Trends  
   Other State General Trends  
   Economic Trends  
   Provider Trends—NCO experiences  
4) Eligibility Patient Access Solution  
   Patient Access Model vs. Traditional Model  
   Benefits  

** Please note that coffee will be provided in the morning and lunch is included.  
This session qualifies for NYS CPE credit.
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Ms. Pérez has over 13 years of multi state Healthcare Management experience with NCO and 7 years experience in International Manufacturing and Quality Assurance Process development. She is has been a guest speaker at several national conferences on Charity Care, Pre-Registration and Cultural Competency in the self-pay world.

Ms. Pérez is responsible for operational performance, system development and customer satisfaction for NCO Eligibility Patient Advocacy Liaisons (EPALS) and Extended Business Office Services (EOS), collecting over $1.2 billion for our clients in 2009.

Ms. Pérez has worked with multiple healthcare systems with hospitals ranging from 90 beds to the largest healthcare systems with 800+ beds, focusing on strategic initiatives for revenue cycle process improvement and maximizing operational performance and cash flow. Her focus on eligibility processes and programs for the uninsured and underinsured, pre-registration, insurance verification, upfront cash collections, patient assistance programs (charity programs), and business office extended services and system technology integration has resulted in a 8% increase in productivity and a 7% increase in revenue flow to assist with increasing hospital financial and operational performance.

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