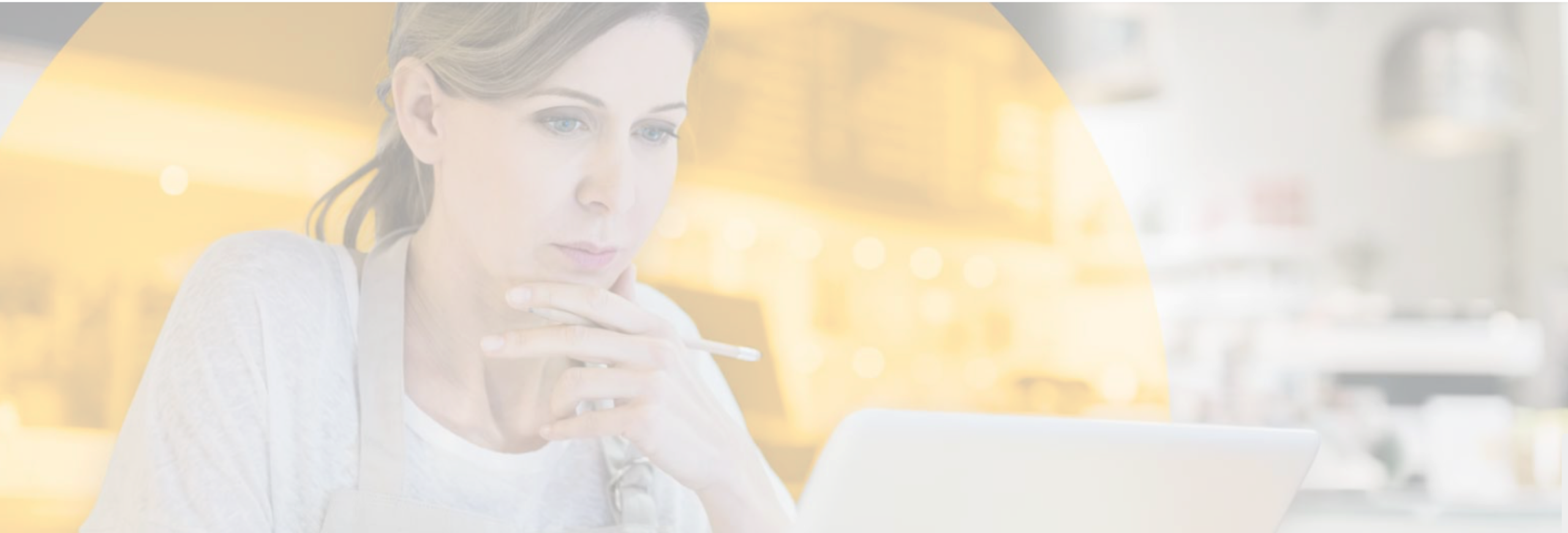


Revenue Cycle Management: ABA Back Office

Delivering the Power of Experts and Automation



Case Study: ABA Solutions

- Client and Payor Relationship Management
- Billing, Cash Application and Patient Responsibility Collections
- Insights Inclusive of Analytics and Quality Control
- Weekly, Monthly, Quarterly Reporting and Continuous Improvement Measurement
- People and Process Management strategies and tasking
- Governance Model Built for Performance

Client / Patient Responsibility Collection Improvement of 70%+

Target Solution

- Providing Strategic and Transactional processing across a stack of RCM functions
- Augmentation of Technology, Access to VWi Applications (RPA, Audit, Cash Applications, Platforms)
- Increase Velocity of Cash and 10% Gain in Payor Cash Collections
- Add Value Through Compliance, Human Resources, Consulting and Analytics
- Implemented Client Self-Service Payment Portal

End to End Revenue Cycle Management

- Full acumen of solutions and target operating model optimization
- Extend Credit Risk Tools to Segment and Prioritize Work-Flow by Risk
- Experts and Technology which drive productivity, quality and cost savings
- Improved Experience, Improved Free Cash Flow and Working Capital

**Payor Liquidation Improvement:
From 83% to 97.5% in first 6
month of engagement**

Financial Planning and Analysis

- Forecasting and Cash Insights
- Resource Planning and Productivity Optimization
- Cash Forecasting
- Client Risk Analysis Support in Self-Pay

Governance Risk & Compliance

- End-to-End Compliance and Risk Management
- Continuous improvement optimized
- Call Analytics and QA
- Escalation Management and Risk Logs
- Proactive Charity and Financial Support

Management Information Reporting

- Detailed performance, productivity, effectiveness, and cash collection dashboard reporting
- Voice Analytics, AD-Hoc Development, support and maintenance to provide full transparency of operations with Insights

- Access to vast resources of SME's and Staffing
- Low Staff Attrition Rates – Less than 5%
- Technology Augmentation to Improve Outcomes as Investments by VWi
- Integrated Platform – Webcollect
- Full Documented Processes, Controls, Change Management and Compliance
- Back up resources and management as continuous productivity
- Risk Scoring and Assessment Compliance
- IT Resources and Associated Infrastructure
- Flexible Project Management Office and Resources



**Added 10M+ in Cash Velocity
2M+ Returned to The Bottom Line**

Insights provided by our delivery to enable Cash Flow

- Improved synergies with Payor's by business insights
- Focus upon Client Experience and control of risk for patient collections improved collection rate by 70%+
- Cash collection 18% Improvement and rigorously held at best in class metrics above 97.5% Gross AR to Cash Collection
- Increase transparency, root cause analysis and continuous improvement starting at day 1



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VWi is built upon a platform of automation, artificial intelligence and coupled with a managed service to maximize the value of RCM

01. Practitioners creating and delivering solutions. VWi is built on a foundation of people from RCM Operations and Business Process Outsourcing. Real experience put into action and delivery.

02. Automation to produce realistic and measurable outcomes. From Finance to Digital Operations. VWi brings an end-to-end solution in a simplified approach with a commitment to results.

03. Collaboration is the core of our approach to solution execution. Listening to our clients and understanding the pillars of results, actions, and opportunities for growth are our expertise.

04. Focus in the area of RCM and keeping to our domain expertise for your benefit. Our commitment to never dilute our focus and continuous advancement of leading products and managed services.

05. Commitment to our people and the communities we do business in. Our community participation and creating value for our people, clients and partners is a responsibility embedded in our business.

About VWi:

Delivering the Power of Experts and Automation. Our value is optimized in 4 focused areas: Credit to Cash, Subrogation, Revenue Cycle Management, and Collections Business Process Outsourcing. Founded in 1963, with over \$15 billion under management, VWi is a leading business-services provider relied upon by more than 2,000 global clients to transform their businesses into leaner, more dynamic, agile and efficient operations. With a consultative approach to providing a full range of end-to-end solutions, VWi's enterprise solution team delivers a highly automated and optimized environment for our clients. VWi delivers services globally with a core focus upon onshore delivery under a highly automated managed BPO offering.

