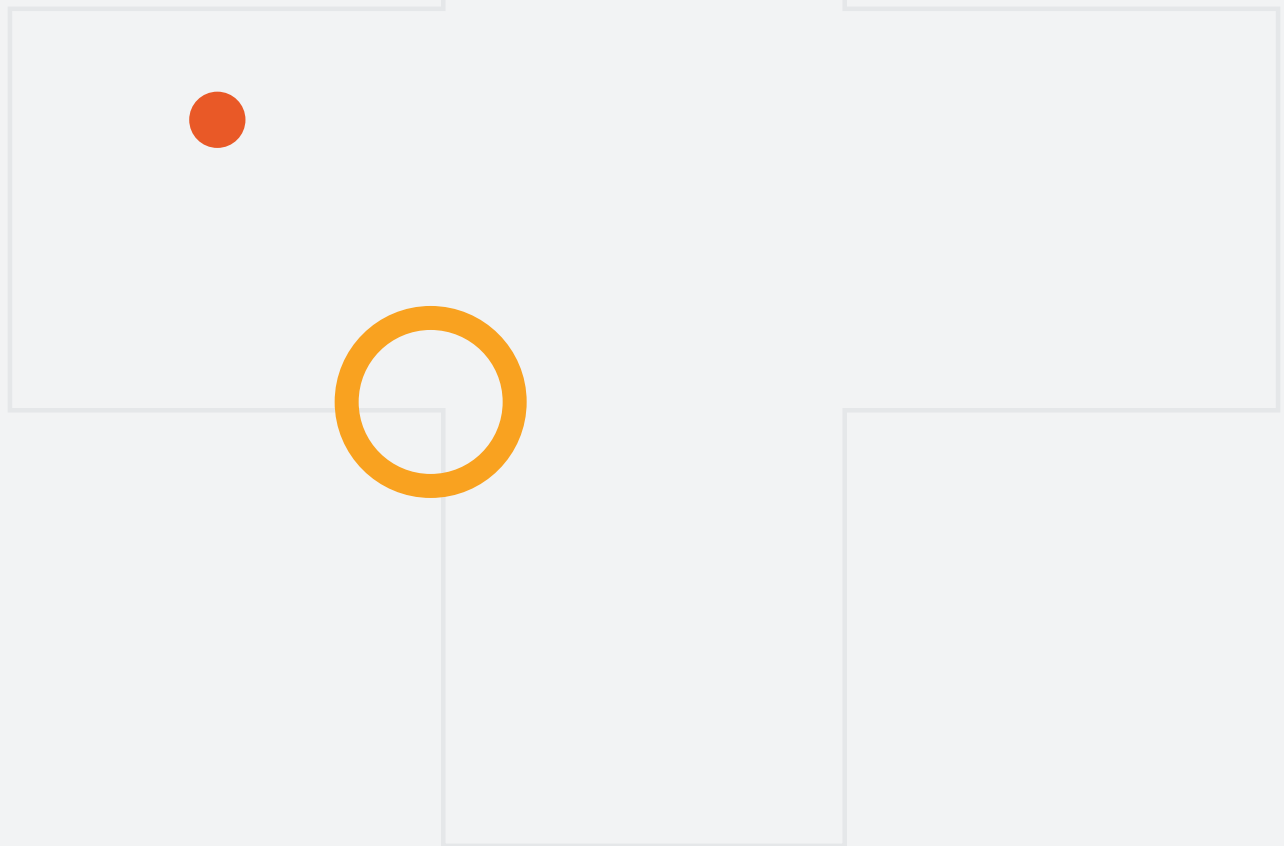


CASE STUDY

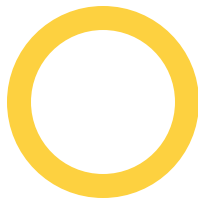
How Innovaccer streamlined the billing and co-pay workflows for a leading health system





Executive summary

A leading U.S. health system struggled to streamline its billing and payment workflow for the new influx of virtual care visits. Patients having different plans across various payers affected how reimbursements were obtained for each type of virtual visit. The health system wanted a platform that augmented its billing and copay workflows while ensuring a secure financial transaction within a few clicks.





Challenges

- Difficulty performing calculations for copays.
- Inability to run insurance verifications for the patients.
- Lack of a single platform to maintain both upfront payment and walk-in consultations.
- Inability to map the billing details and other information directly into the EMR to create real-time reports.

Solution

Innovaccer's Virtual Care Network (VCN) solution is a comprehensive virtual care platform that leverages the power of data and smart analytics. Organizations can use the data to get a detailed analysis of virtual visits and call logs, enabling efficient direct billing and payment receipt. The solution works as an extension of the existing operational workflow and streamlines the processes with zero intrusion and zero dependencies.

Augmenting payment workflows for hassle-free Virtual Care Delivery

The VCN solution enables access to care from anywhere, anytime, using any device.

Users are not required to download the app to use the service.

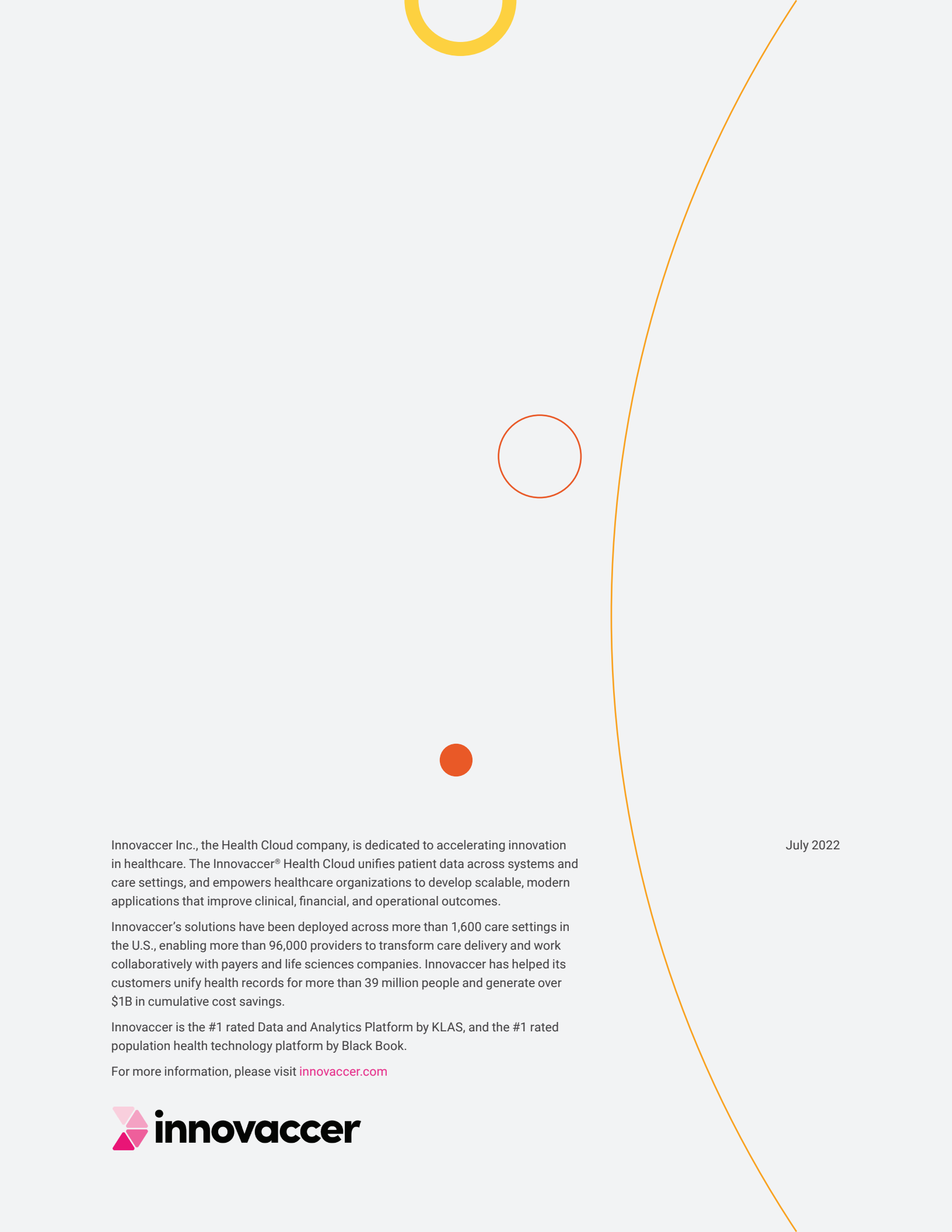
Organizations can choose to collect payments before or after the consultation is complete.

It runs real-time insurance verification and co-pay calculations to assist patients, making the experience hassle-free.

It allows booking walk-in consultations without a scheduled appointment and enables an upfront payment capability.

Patients without insurance can also access care by paying an upfront amount set by the clinic.

Innovaccer's VCN solution has revolutionized the virtual care experience with its smart billing analytics that allow organizations to monitor trends and identify improvement opportunities. Supercharged by deep technology collaborations, the solution efficiently covers all aspects of the virtual care journey.



Innovaccer Inc., the Health Cloud company, is dedicated to accelerating innovation in healthcare. The Innovaccer® Health Cloud unifies patient data across systems and care settings, and empowers healthcare organizations to develop scalable, modern applications that improve clinical, financial, and operational outcomes.

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Innovaccer's solutions have been deployed across more than 1,600 care settings in the U.S., enabling more than 96,000 providers to transform care delivery and work collaboratively with payers and life sciences companies. Innovaccer has helped its customers unify health records for more than 39 million people and generate over \$1B in cumulative cost savings.

Innovaccer is the #1 rated Data and Analytics Platform by KLAS, and the #1 rated population health technology platform by Black Book.

For more information, please visit innovaccer.com

