

EXTENDED BUSINESS OFFICE

Patient **satisfaction** that positively impacts the bottom line

Harris & Harris has the staff, training, and technology to handle your extended business office and early-out programs.

Our process enhancements will streamline your operations, taking care of the details while you focus on the bigger picture of revenue management. An extension of your system, our solutions safeguard your reputation while ensuring your patients understand their financial options. We'll partner with you to customize a solution, enabling you to choose the best type and length of service required to improve your bottom line.

CUSTOMIZABLE EBO SOLUTIONS

- ▶ Customer Care Call Center
- ▶ Early Out Collections
- ▶ Scoring & Analytics
- ▶ Payment Plans & Monitoring
- ▶ Multiple Payment Channels
- ▶ Self-Pay Billing & Insurance Follow-up
- ▶ Presumptive Charity & FAP Management

Why Harris & Harris?



Extended Business Hours

Flexible hours that meet the demands of various patient schedules including nights and weekends.



Increased Revenues

Daily account monitoring and auditing with proven results.



Proprietary Scoring Model

A customized approach to every account determined by precise scoring methods.



Dimensional Communications

Reaching and responding to patients through their preferred communication channels (i.e. text, phone, email and mail).



Transparent Reporting

Access to on-demand reporting with the ability to drill down on data that is meaningful to the user.



Multi-Disciplined Leadership

Solutions authenticated by in-house attorneys, RCM experts and technology masters.



Smart Technology

Automation, machine learning, analytics and artificial intelligence add to our people first approach.



Rapid Response Times

Dedicated teams and assigned designated contacts assure a concierge level of service.



State-of-the-Art Security

A leader in data security, our many certifications ensure our compliance and safeguarding of all sensitive information.

THE HARRIS & HARRIS GUARANTEE

We guarantee the dignity and respect of each patient above anything else because effective communication, collaboration and a concierge level approach will always result in positive outcomes.