

Experian QAS for Healthcare Providers

Verify, standardize, and enrich patient address data



Overview

The potential to capture incomplete or inaccurate address information during the registration and scheduling process is high. In these situations, personnel may mis-understand, mis-read, or mis-type address elements; the patient may forget critical address components like the apartment number or street directional; a family member may not provide complete information on behalf of the patient; or an individual may intentionally falsify contact details to avoid payment.

And while address information may not appear essential at the time of capture, address errors created at the point of registration lead to statement delivery delays, inflated levels of bad debt, and difficulties with bill collection.

Validating patient contact information during registration is a low cost, high return way to provide swift and quantifiable revenue improvements. This practice ensures medical bill delivery and increases the probability of payment.

Optimize the revenue cycle

Name and address verification will ensure that each medical statement reaches the intended patient. By improving mail deliverability and timeliness, billing departments have successfully increased collections from patients who otherwise would

not have received statements and reduced the billing cycle length.

With greater mailing accuracy, healthcare providers will also avoid unnecessary bad debt allocations. While it is impossible to eliminate all bad debt, it is possible to reduce



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those bad debt allocations that result from undeliverable medical statements.

Reduce unnecessary costs

Returned mail is damaging to staff time management and operational costs. The rework and research required to hunt down and update patient data can easily drain resources that would otherwise be used for higher value projects.

In addition, address errors translate into more accounts transferred to collection. Fees associated with these agencies and revenue lost from these accounts can quickly add up.

Improve patient satisfaction

The registration process can be difficult for patients preoccupied with concern or awaiting care. Address verification will enable faster and more accurate address capture the first time, making the entire process easier for the patient.

Additionally, patients who are passed accidentally to collection agencies (those who originally never received their medical statements) express disapproval. Incoming calls to billing departments increase and more time is spent appeasing patients and updating account information.

Avoid fraudulent attempts

Some patients enter a hospital without any intention to pay. Those individuals

may be uninsured, under-insured, or just unwilling. Using QAS' address and names verification tools during the registration process will help detect many of those individuals before they are discharged and potential revenue is lost.

QAS Pro and QAS Names

QAS Pro address verification software is designed to instantly validate any address against the latest U.S. Postal Service® DPV® file. As the user enters an address, the software will intuitively complete, verify, and standardize the information, all in 12-15 keystrokes.

QAS Names allows registrars to verify the patient's name during the scheduling and registration process. The product incorporates Experian consumer data with the U.S. Postal Service® (USPS®) address file so that registrars can look up a person's name using an address.

Software compatibility

QAS Pro and QAS Names can be configured to interact directly with most registration or medical billing software applications. The product verifies and standardizes each patient's address and then pastes it into the specified software application.

The product requires minimal IT resource or involvement and does not significantly alter the hospital's current registration process.