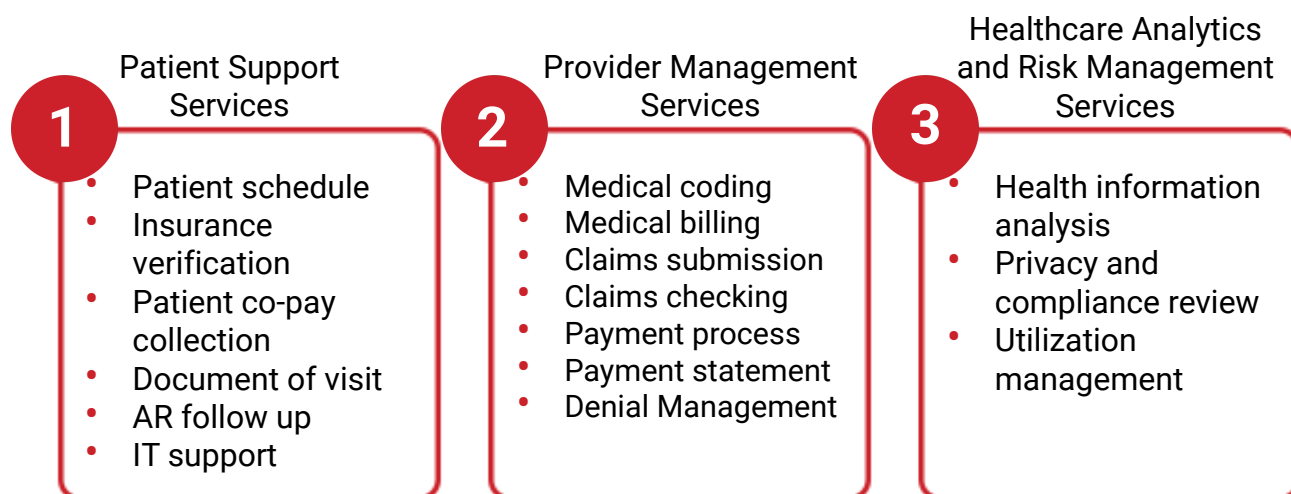


# Infinit-O RCM Catalog

## Our Pillars of Success: People, Process, Technology, Security (PPTS)

Revenue Cycle Management (RCM) plays an integral role in managing the healthcare delivery system. It caters:



Simply put, they lighten the administrative load being carried by the healthcare providers allowing them to focus on core patient care responsibilities.

With crises such as the COVID-19 pandemic, healthcare is becoming the backbone and frontline to weather this quandary. With the increase in workload demands and a significant decrease in healthcare workforce and resources, medical professionals need the back-up support they can get from RCM.

To overcome the limited supply of workforce, improve the healthcare delivery system, innovate care technologies to ease manual labor and fortify patient data security in agreement with clinician-patient confidentiality, partnering with an outsourcing company with a well-established People, Process, Technology, Security (PPTS) Pillars is one sure way to get this done.

The 4 pillars of success are key in not only creating a great and high-performing RCM team with 70% savings on operational cost but it also ensures process improvement in your healthcare business as well as having Information Security in place.





## People

- Building great RCM team
- Access to world-class talents
- Speed to market recruitment process of 30-45 days from hiring to on-boarding
- 98% productivity rate for Infnit-O's team members
- 24/7/365 Operations Experienced, global leadership
- Hands-on HR support
- Adaptive Learning Programs
- Retention Programs
- Wellness Program (Physical, Mental, Social, Financial)
- Highly engaged team members



## Process

- Performance monitoring of KPIs (Quantity, Quality and Quality Monitoring & Management)
- Quality
- Client Satisfactory Rating
- Productivity
- Accuracy in coding and billing
- Quality Monitoring & Management
- Quarterly compliance exam
- Operational Processes:
  - Payroll
  - Performance monitoring
  - Consultancy processes



## Technology

- Customized Workspaces suitable for remote work
- Advance Dialer System
- Call monitoring and recording
- Installation of Remote Management software (to monitor and audit full disk encryption status)
- 24/7 Global IT Support
- Multi-platform expertise
- Technology agnostic
- Proficiency in various platforms:
  - AdvancedMD
  - Centworks-Labs
  - Cerner
  - ClinixMD
  - Dr. Chrono Proprietary
  - HCHB
  - Kareo
  - Labdaq
  - Ligolab
  - NextGen
  - Office Practicum
  - Salesforce
  - Zendesk
  - Others
- Triple-redundant internet firewall



## Security

- Comprehensive security measures to protect data, hardware, networks, virus/malware, physical protections
- Remote management and continuous security awareness
- Globally recognized security certifications: ISO 27001:2013 and ISO 9001:2015
- Adherence to privacy laws: GDPR, DPA2012, HIPAA compliance
- Cybersecurity Insurance Coverage
- Regular audit on email servers and cloud-based sharing
- Automatic locked out system (for idle devices)



## We can build you a great, high-performance Revenue Cycle Management team composed of:

### Patient Support Services

- Patient Concierge Specialist
- Insurance Verification Specialist
- Collections Specialist
- A/R Specialist

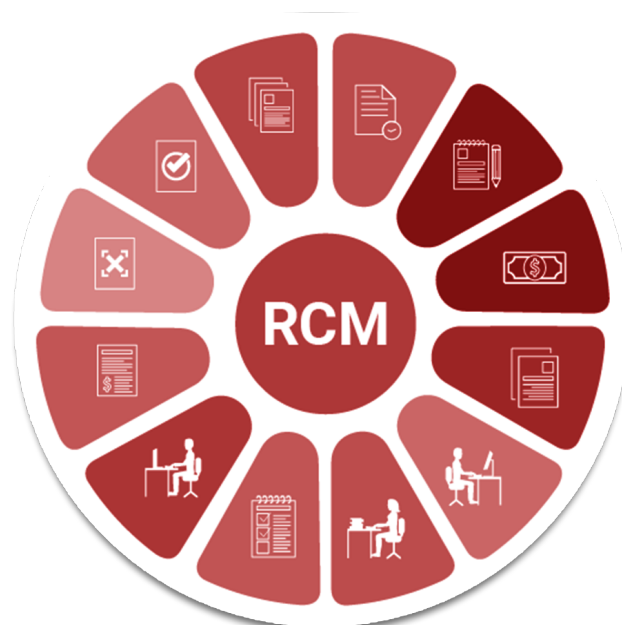
### Provider Management Services

- Medical Coders
- Medical Billers
- Claims Processors
- Enrollment Processors
- Denial Management Specialist

### Health Analytics and Risk Management Services

- Healthcare Analyst

### Others



#### Cost Reduction

Expect high quality & productivity with a 70% savings on operational costs.

#### Scalability

As your business demands shift, so can your Infnit-O team.

#### Access to Excellent Talent

Our world-class "A+ Recruiting" process attracts world-class talent, with an industry-leading retention rate.

#### Operational Excellence

Collaborative Service Level Agreement, metrics-intensive performance, and open communication.

#### Trusted Partnership

Have confidence with our >97% client retention rate and 72 NPS score. ISO 27001 and 9001 certified, GDPR, HIPAA and DPA2012-compliant



An outsourcing company with well-established **People, Process, Technology and Security Pillars** allows you to have full trust and confidence in them on building a great, high-performing RCM team for your unique needs and let's you hyperfocus on achieving your business goals.

Let's work together to build a great, high-performing  
**RCM Team**

Start small. Exceed expectations.  
Think infinitely. Think Infnit-O.

To know more  
about us, click:

