



# FIRST Steps™ Program

Fully Integrated Revenue Services & Technologies

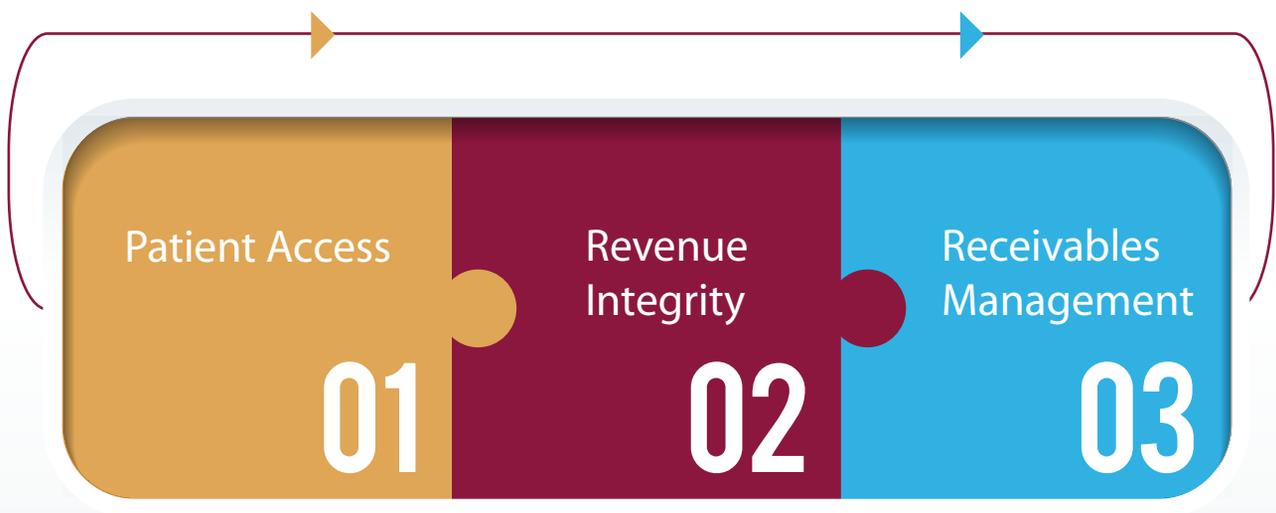
As the healthcare industry is increasing pressure to improve patient access, while delivering affordable care there is an increasing burden on the Revenue Cycle to optimize revenue while ensuring payment from payors, patients and the government is done in a timely manner. MDR's FIRST Steps Program offers an end to end set of services and technologies to help providers achieve their goals.

## SERVICES

By bringing together industry Best Practices, MDR is able to help providers identify, develop and deploy workflows that deliver exceptional results.

## TECHNOLOGIES

By leveraging best in class technologies, MDR has the ability to help clients achieve the power of automation while keeping staff focused on more complex and detailed patient and payor activities.



### Patient Access

Provides complete or partial outsourcing of the patient access process. Provides management & training and manages the pre-registration process through insurance verification and financial counseling, while developing the staff skills and re-writing policies and procedures.



### Revenue Integrity

Helps providers ensure ICD-10 readiness through assessments, training and audits. With experienced coders, clients are able to complete backlogs and/or in the longer term ensure accurate coding with remote coding solutions. Through Clinical Documentation Audits our team of experts assess and consult to help clients ensure proper documentation is in order.



### Receivables Management

Once a patient account enters the system there are many ways it can become sidetracked from timely payment. MDR helps clients to identify the right solution to ensure prompt, timely and accurate payments. Through Centralized Business Office Outsourcing, Interim Staffing, Insurance Claims Follow Up and Long Term Payment Management, MDR helps clients to succeed in their efforts in achieving timely and accurate reimbursements.