

# Accelerate Revenue and Boost Staff Productivity with InterSystems IntelliCare Revenue Cycle Management

Unify Operations, Increase Efficiencies, Improve Patient Experiences

Optimise financial performance and transform business services with the industry's only end-to-end revenue cycle management solution with embedded AI

## The Problem: Inefficient RCM systems and processes impede revenue

Managing revenue and ensuring full and timely payment for services is often a challenge for healthcare organisations. Many are hampered by disjointed revenue collection systems and practices—silos of independent platforms with distinct interfaces. These fragmented environments are inherently costly, complex, and inefficient. Pricing information, coding data, payor rules, and other data is often maintained in multiple systems, opening the door for inconsistencies, inaccuracies, and mishaps. Coding errors, missing charges, denied claims, and billing mistakes can lead to payment delays and patient frustration, and impact the bottom line.

## The Solution: InterSystems unifies operations and improves cash flow

InterSystems IntelliCare™ Revenue Cycle Management (RCM) is specifically designed to eliminate the fundamental limitations of traditional siloed healthcare accounting systems and practices. The InterSystems solution unifies revenue management across the entire patient journey, from registration to coding to billing to payment, for both inpatient services and outpatient services, providing a single source of truth for all data and a consistent user experience for all workflows. The solution helps you avoid integration hassles, accelerate revenue collection, and improve patient satisfaction. AI-assisted, human-validated coding eliminates manually intensive and error-prone processes, boosting productivity, speeding up billing processes, and improving accuracy, and compliance.

InterSystems IntelliCare RCM is built on the legacy of InterSystems TrakCare® and TrakCare Revenue Cycle Management, both field-proven and time-tested solutions. A leader in healthcare interoperability, InterSystems has a long history of helping organisations improve clinical outcomes and drive revenues.

## Key Benefits

- Accurately capture all patient charges
- Gain real-time visibility into all billing, coding, and payment data
- Simplify business operations and reduce operating expenses
- Accelerate billing processes with AI-assisted coding workbench
- Improve billing transparency and patient satisfaction
- Reduce A/R days and improve cash flow
- Accelerate time-to-value and investment returns

## Seamless integrations, streamlined deployment

InterSystems IntelliCare RCM helps you break down interoperability barriers and accelerate time-to-value. The solution easily integrates with a wide range of third-party financial systems and government hubs like the Dubai Health Post Office in the UAE, Shafafiya in the Northern Emirates, and ECLIPSE in Australia. InterSystems routinely issues software updates to help you keep pace with regulatory changes.

### Key Features

InterSystems IntelliCare RCM integrates seamlessly with third-party approval, payment, and financial systems, and includes intuitive workbenches to streamline routine operations.

#### Authorisation

- Patient registration
- Payor verification and policy coverage for encounter and procedures
- Payor plans, contracts, and payment agreements

#### Billing & Revenue Tracking

- Billing and claims processing
- Cashiers' Workbench
- Coding Workbench embedded in patient encounter record
- Invoicing, deposits, refunds, and receipting
- Debtor management

#### AI-Assisted Medical Coding

- GenAI-enabled procedure and diagnosis coding, with human oversight
- Continuous learning and tuning
- Support for WHO and other coding standards

## Next Steps

InterSystems IntelliCare is available as a traditional software solution for on-premises or public cloud deployment, or as a SaaS solution for ultimate simplicity.

To learn how InterSystems IntelliCare can help your organisation drive clinical and business outcomes, please visit [InterSystems.com/IntelliCare](https://InterSystems.com/IntelliCare)

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## InterSystems IntelliCare revenue cycle management advantages

### ✓ Track and manage all payments in a uniform manner

- Single source of truth for all billing, coding, and payment data
- Unified management for private entity, government entity, and patient payments
- Holistic data insights and reports for financial and business analysts

### ✓ Accelerate revenues and improve cashflow

- Automate workflows and eliminate manual processes
- Avoid coding inaccuracies, missed charges, and DRG underpayments
- Decrease claim denials and accelerate reimbursements
- Reduce A/R days and get paid faster

### ✓ Improve visibility into key financial metrics

- Gather actionable insights and identify trends
- Monitor KPIs and uncover revenue leakage
- Make data-driven business decisions

### ✓ Streamline business operations and reduce expenses

- Improve staff productivity and department efficiency
- Free up resources to focus on more strategic tasks
- Ensure a consistent user experience for all operations
- Consolidate product support, training, and supplier interactions

### ✓ Increase agility and extensibility

- Support diverse coding approaches, claims processes, and reimbursement models
- Keep pace with rapidly evolving regulatory requirements
- Address unique local or regional requirements

### ✓ Improve patient experiences

- Provide patients with accurate cost and benefit information
- Avoid surprise bills, errors, and patient frustration
- Improve patient satisfaction, loyalty, and retention