

# Extended Business Office



As reimbursement grows ever more complex, hospitals and healthcare providers face a variety of roadblock to getting paid for services provided. KeyBridge provides essential services for hospitals and physician groups; allowing their staff to stay focused on the important work of patient care.

## KeyBridge is there when you need an extra boost!

As a full-service Revenue Cycle Care company for the healthcare industry, KeyBridge provides essential Extended Business Office Services to hospitals, physician groups and healthcare providers; relieving our clients' internal staff of time-consuming tasks and allowing them to stay focused on the important work of patient care.

Our highly knowledgeable and skilled staff can manage several tasks, depending on your needs, and help your staff do their job more efficiently all while saving you time and money.

**Short-term assistance or  
Long-term solutions**

**Custom tailored to your unique needs**

**Work within the Client system**

**Timely follow-up on aged accounts**

**Backlog of lower-priority accounts**

**Workload relief**

**Reduce outstanding AR**

**Efficient and cost effective**



*"We have been very pleased with the outcomes KeyBridge has produced; and more importantly, the professionalism and sensitivity they show our patients. We consider them an extension of our business office and are very happy with them as a partner."*

■ **Becky Ault, Director of Revenue Cycle  
Parkview Health Physicians**

KeyBridge provides Extended Business Office services and Self-Pay Collections for Parkview Health (Fort Wayne, IN)

## ■ Financial Assistance

Review for patient eligibility  
Complete application process  
Adjust patient balances and note client system  
Send approval/denial letter  
Move to self-pay and send patient statements

## ■ Insurance Verification

Verify & update patient insurance coverage  
Obtain precertification/required authorization  
Consult patient about financial responsibilities

## ■ Insurance Follow-up

Commercial and Governmental  
Explanation of benefits (EOB) reconciliation  
Submission of supporting documents for prompt payment  
Review for incomplete or missing information  
Contact payer for additional information  
Resubmission of claims  
Adjust patient balances and note client system  
Move to self-pay and send patient statements

## ■ Denied Claims

Review for incomplete or missing information  
Submission of supporting documents for prompt payment  
Resubmission of claims  
Adjust patient balances and note client system  
Move to self-pay and send patient statements

## ■ Appeals Management

Investigate reason for denial and carrier's manual  
Correspond with insurance carriers  
Write customized appeal  
Incorporate evidence and necessary documentation  
File the appeal as required by the carrier  
Follow-up with carrier until final resolution

## ■ Payments, Unapplied Credits and Refunds

For patients or third-party payers  
Post payments

## ■ Accounts Receivable Clean-up

Due to software conversions, legacy clean-up, staffing changes, sudden influx of business or other unexpected incidents.



### About KeyBridge

KeyBridge is an expert provider of **Medical Revenue Care** solutions with 100% of our focus in healthcare. Our patient-friendly revenue cycle solutions include accounts receivable management (early-out), medical collections and extended business office solutions. We strategically implement cash management programs that enhance the revenue cycle while applying patient-friendly communication processes that increase goodwill and recover the maximum amount possible. Choosing KeyBridge means an improved revenue collection process with a partner who cares about your patients. For more information about KeyBridge, visit [www.KeyBridgeMed.com](http://www.KeyBridgeMed.com)