




## IHA Patient Financial Services

Providing revenue  
cycle intelligence to  
strengthen hospitals



# We give guidance on technical payer instructions so hospitals can bill accurately and receive payments on time

You rely on timely, accurate information to ensure your hospital thrives in an ever-changing healthcare market. IHA Patient Financial Services (PFS) translates complicated rules and regulations into accessible information for a critical component of healthcare financing—the revenue cycle.

Our PFS team convenes hospital leaders and staff across disciplines to identify and respond to operational revenue cycle issues. We provide guidance on technical payer instructions so hospitals can bill accurately and receive payments on time. *This work is crucial to generating the financial resources needed to support ongoing operations.*

IHA PFS helps ensure that member hospitals remain viable, with the infrastructure in place to meet the healthcare needs of patients and communities.

## Our Approach

- Build relationships with hospital revenue cycle leaders and staff
- Foster a non-competitive forum for problem-solving and sharing best practices
- Work collaboratively to resolve day-to-day operational issues
- Advocate for common-sense solutions to technical revenue cycle issues

## Our Expertise

The PFS team works closely with government agencies, contractors and payers to address hospitals' collective revenue cycle concerns. We propose and advocate for administrative solutions that minimize costs throughout the healthcare system.

## What We Offer

- Member engagement and advocacy
- Pertinent communications
- Technical assistance

## Member Engagement and Advocacy

### We're on your side:

IHA's PFS team engages members and advocates for common-sense solutions to revenue cycle challenges.

- Regular meetings address billing, payment, regulatory and compliance issues.
- Goals: share best practices, identify collective concerns, and work collaboratively to identify and implement solutions

## Communications

### We keep you informed:

Our communications reach a broad group of revenue cycle leaders and staff.

- Six newsletters a year on current revenue cycle topics
- Frequent memoranda on billing, payment, regulatory compliance, government audit programs and more
- Email updates on time-sensitive information or payer instructions

## Technical Assistance

### Support when you need it:

We provide hospital-specific assistance to resolve unusual or complex policy inquiries and claim issues.

- Our solutions stretch beyond commonly available resources and normal provider service channels.
- We escalate time-sensitive cash flow concerns.
- We bring you valuable insights from government agencies and other entities without identifying your hospital on sensitive topics and questions.

“The PFS team always provides valuable insight into complex regulatory issues by asking the right questions of CMS, HFS and managed care payers.”

**Robert Hellman**

*Corporate Director, Patient Financial Services  
Memorial Health System, Springfield*



**IHA Patient Financial Services**

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## Become part of IHA Patient Financial Services

*To enroll in a complimentary  
trial membership, contact  
Lisa Lynn, Senior Director  
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217.541.1181*



### **Our Value Proposition:**

Helping your hospital receive payment *on just one patient account* can cover the cost PFS membership.

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