

Healthcare Solutions

Transforming Medical Operations





Zventus
Our Vision

To become the trusted business partner of choice for strategy, operations, and technology services while being the best place our employees have ever worked.





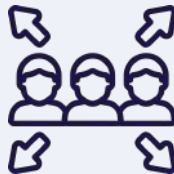
How We Help Our Clients



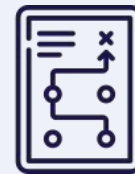
Grow
Revenues



Drive Cost
Efficiencies



Scale Operations
& Technology



Improve Strategy
& Execution

“Our biggest impact is how our teams treat your business as their own, and easily integrate into your workflow, brand, and culture”



Data Stewardship & Certifications

"These three separate security certifications demonstrate Zventus' commitment to the rigorous security standards to keep our clients' data protected at the highest level. Data security and client trust are fundamental to everything that we do."

— Angel Alban, President of Zventus



HITECH

Health Information Technology
for Economic & Clinical Health Act





What We Do

Strategy

Operations

Technology

Client managed staffing solutions

Zventus managed staffing solutions

Analytics

“Helping our clients deliver the outcomes that drive the most value.”



Onshore | Nearshore | Offshore



180

Countries Talent
Footprint

220

Languages Service
Delivery

We build dedicated high quality teams that support your brand and customer journey.



Medical Operations



	Business	Technology
Level 3 Support	<ul style="list-style-type: none"> • Medical Billing • Precertification Request • Insurance Verification • Inpatient Support • Client Escalation 	<ul style="list-style-type: none"> • Client or Zventus Managed
Level 2 Support	<ul style="list-style-type: none"> • Call reasons by Level • Medication refills/questions, procedure info, etc. 	<ul style="list-style-type: none"> • Client or Zventus Managed
Level 1 Support	<ul style="list-style-type: none"> • Call Center Operations • Appointment setting, verification or rescheduling • Authorization Management 	<ul style="list-style-type: none"> • Inbound/Outbound Electronic Medical Records

Systems & Tools



Phone



Video



Email



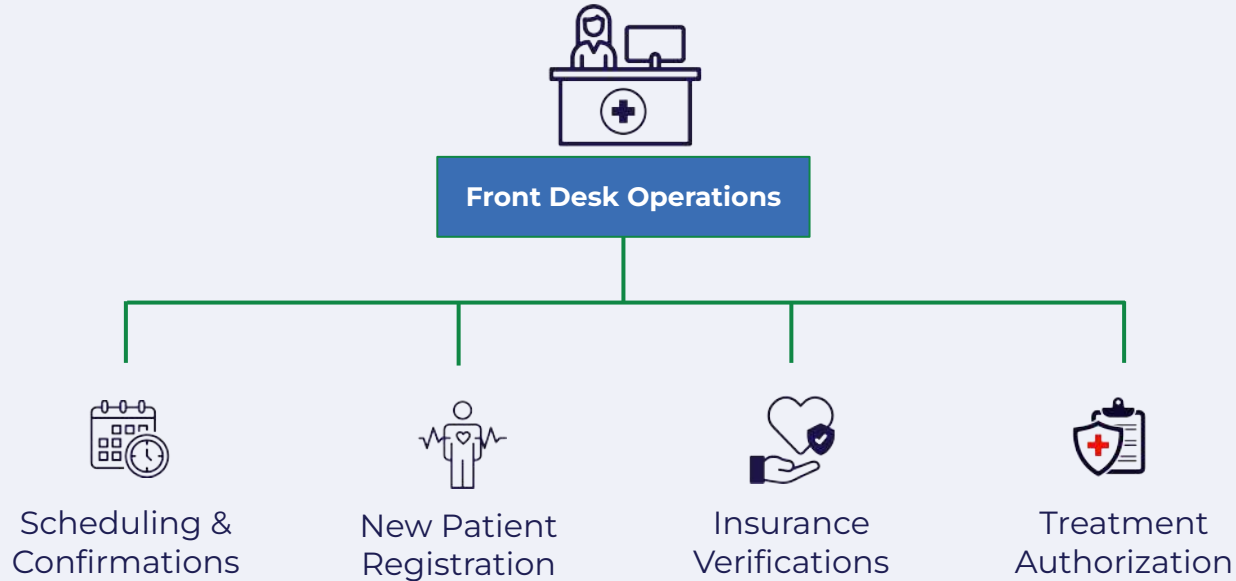
SMS



200+ Language Support

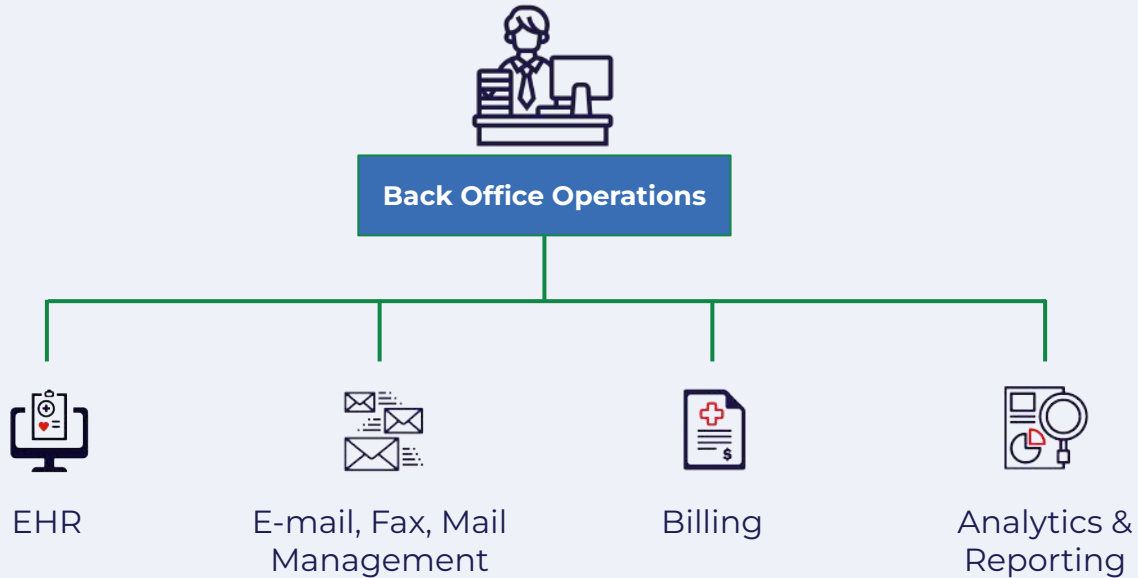
Front Desk Operations

Efficient and High Quality Service



Back Office Operations

Efficient and High Quality Service





Consulting

- ❑ Strategic Planning
- ❑ Management Consulting
- ❑ Digital Transformation
- ❑ Technology Roadmap Planning
- ❑ Project Management
- ❑ Process Improvement
- ❑ Executive Search
- ❑ Recruiting Services
- ❑ M&A Services





Customer Service/Support

- ❑ Bilingual English/Spanish Services
- ❑ Specialized Customer Support
- ❑ 220+ Languages Interpretation
- ❑ High-touch to VIP Customer Support
- ❑ Customer Surveys
- ❑ Tech Support for Sales Portals
- ❑ Emails, Portals & Text Support





Front Desk Operations

- ❑ Bilingual English/Spanish Services
- ❑ Scheduling
- ❑ Registration
- ❑ Insurance Verification
- ❑ Translations
- ❑ Appointment Reminders
- ❑ Patient Recalls for Follow up
- ❑ Data Entry





Medical Records

- ❑ Records Management
- ❑ Document indexing
- ❑ Manage patient charts
- ❑ Process 'copy' requests
- ❑ Document Audits
- ❑ Transcription Services





Medical Billing & Coding

- ❑ 1st Party Bill Review
- ❑ 3rd Party Bill Review
- ❑ Medical Specials Data Entry
- ❑ Medical Specials Repricing
- ❑ Medical Provider Analytics
- ❑ Medical Bill Analytics
- ❑ EOB & BI Report Training
- ❑ Negotiation Training





A/R & Collections

- ❑ Bilingual English/Spanish Services
- ❑ FNOL intake (calls, online)
- ❑ Recorded Statements
- ❑ Translations
- ❑ Status Calls
- ❑ Call Screening & Routing



Data & Analytics

- ❑ Pipeline Reporting Services
- ❑ Reports Design & Distribution
- ❑ Performance Reporting (KPIs, SLAs)
- ❑ Ad-hoc Reporting Support
- ❑ Business Analysis
- ❑ Reporting Process Improvement
- ❑ Data & Reports Reconciliation
- ❑ Tableau & Microsoft Power BI





Technology

- ❑ Help Desk & Networking
- ❑ IVR/Call Center Solutions
- ❑ Project Management
- ❑ Software Development
- ❑ API Development & Integration
- ❑ Cross-platform integration





Revenue Cycle Management

Improving Service & Outcomes



1. Patient
Pre-Authorization

3. Claims Submission

5. Denial
Management

7. Reporting

2. Eligibility &
Benefits Verification

4. Payment Posting

6. AR Follow-Up



How To Get Started



Needs
Analysis



Proposal



Contract/
Close



Pilot



Scale/
Service
Delivery

<2 Weeks

- Discovery Meetings
- Define / Agree Scope
- Complimentary Proposal

Thank you

We're ready to help you on your journey. Let's talk!



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