

# Healthcare Solutions

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Transforming Medical Operations





## 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.





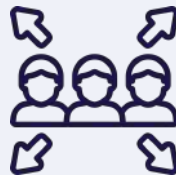
# How We Help Our Clients



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 & Certification

"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



SOC2-TYPE 1 Certified



# What We Do

Strategy

Operations

Technology

Client managed staffing solutions

Zventus managed staffing solutions

Blockchain Services

*“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.**

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# Medical Operations



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

## Systems & Tools



Phone



Video



Email



SMS

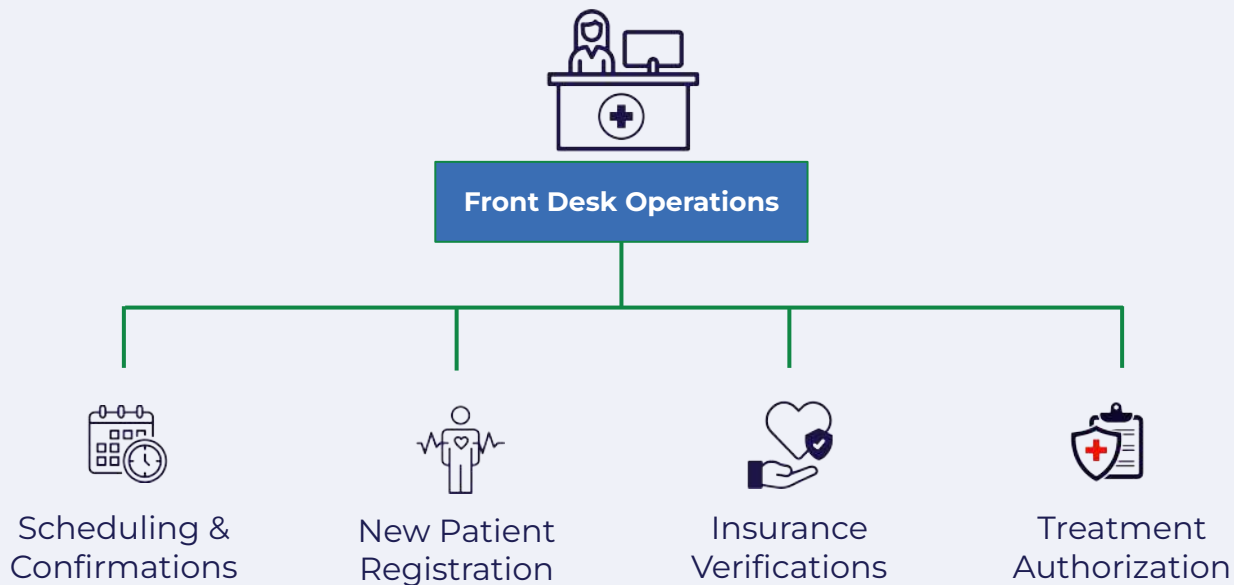


200+ Language Support



# Front Desk Operations

*Efficient and High Quality Service*

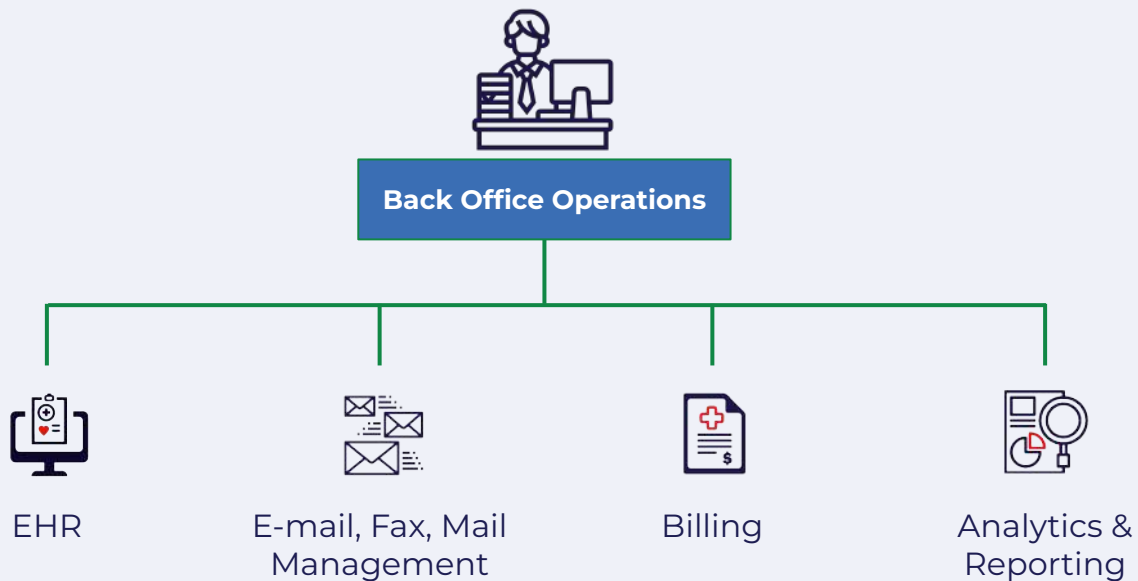






# Back Office Operations

*Efficient and High Quality Service*





- ❑ 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
- ❑ Translations
- ❑ Scheduling
- ❑ Appointment Reminders
- ❑ Registration
- ❑ Patient Recalls for Follow up
- ❑ Insurance Verification
- ❑ 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 Salls
- ❑ 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

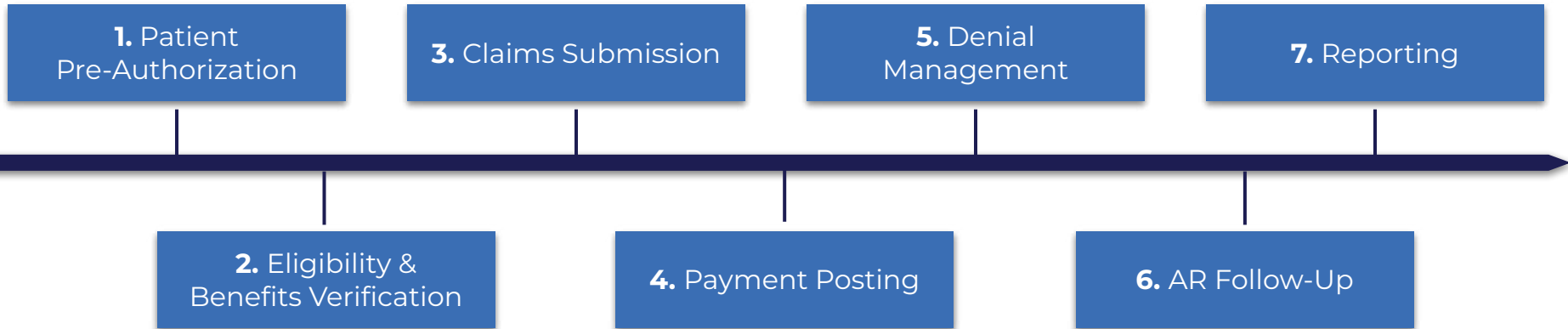
- ❑ Help Desk & Networking
- ❑ IVR/Call Center Solutions
- ❑ Project Management
- ❑ Software Development
- ❑ API Development & Integration
- ❑ Cross-platform integration





# Revenue Cycle Management

*Improving Service & Outcomes*





# 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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