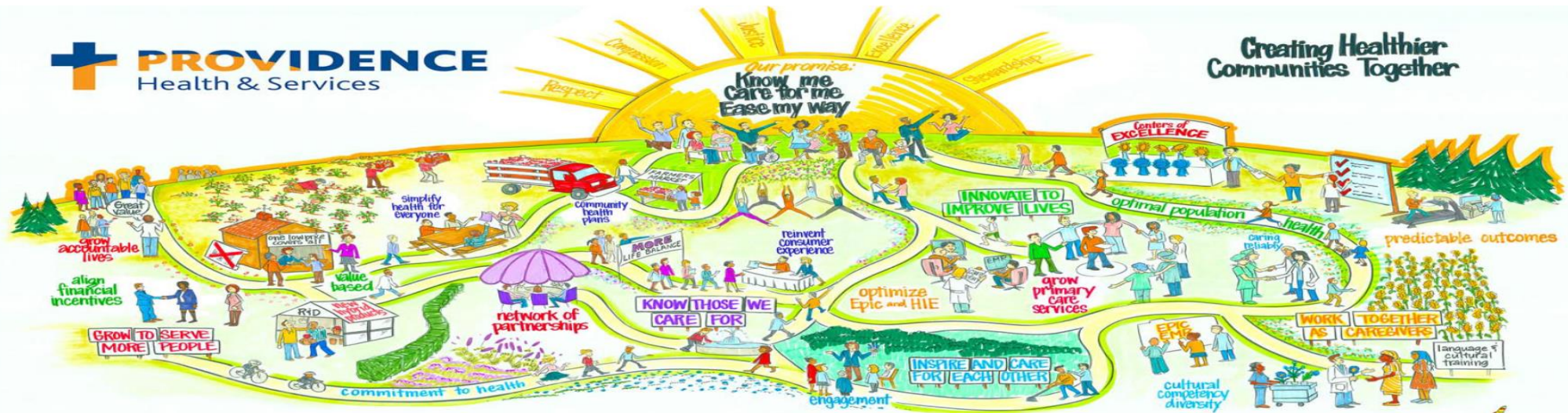


# Patient Access 101

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# Session Topics:

- What is Patient Access?
- Data, Regulation, Compliance, Reimbursement
- The World of Insurance
- The Right Fit for Patient Access
- Knowledge that Spans the Healthcare Continuum



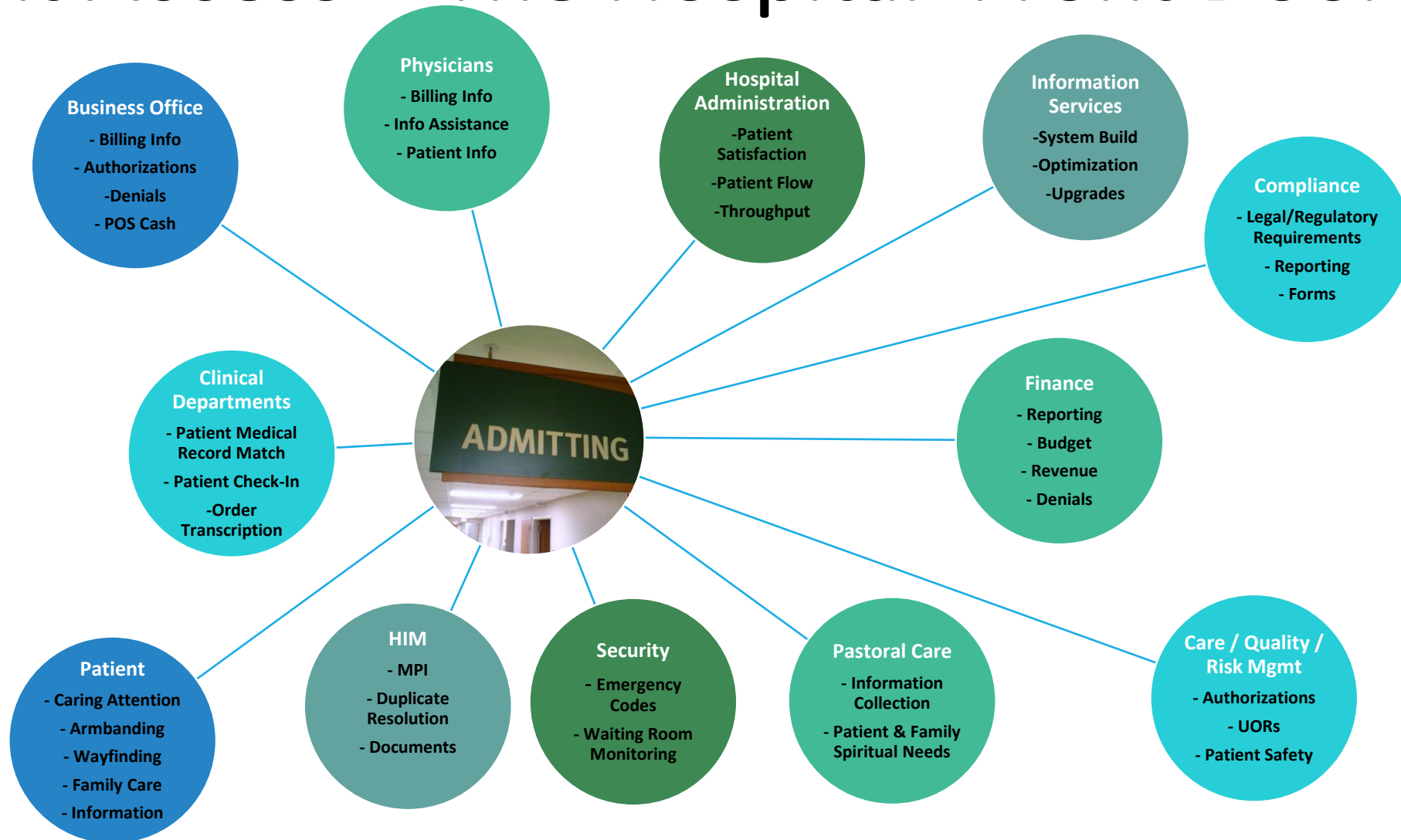
*Our Mission:* As people of Providence we reveal God's love for all, especially the poor and vulnerable, through our compassionate service.

## At A Glance\*

Caregivers (all employees)	82,269
Physician Clinics	600
Clinic Visits	7,741,961
Acute Care Hospitals	34
Acute Care Beds (licensed)	9,377
Hospital Admissions	651,198
Emergency Department Visits	1,456,806
Providence Health Plan Members	513,113

\*Data is consolidated for Providence and its affiliates, not including St Joseph Health

# Patient Access – The Hospital ‘Front Door’



# Why All The Questions and Forms?

- Standardized Data Set – Collecting Information In The Same Way
- Sharing Critical Information With Clinical Providers
- Regulations and Laws
- Optimizing Reimbursement

# How Hard Can It Be To Enter Someone's Insurance Information?

- Huge Insurance Payer / Plan Tables
- Patient Insurance Cards With Too Much or Too Little Info
- The Ups and Downs of Electronic Insurance Eligibility
- Networks, IPAs, ACOs and More
- Payer Contracting Requirements

# What Does It Take?

## Working For The Best Department

- Compassionate – providing caring service to patients and families
- Energetic Multitasker – prioritize while thinking on your feet (literally)
- Problem Solver – everything from insurance issues to computer systems
- Confidential – protecting our patient's most private information
- Flexible – from work schedules to locations to healthcare changes
- Impressive Communicator – able to effectively communicate with patients, families, visitors, physicians, CEOs, care providers, technicians, analysts ....



# Where Can A Career In Access Services Lead Me?

**ANYWHERE! EVERYWHERE!**

- Stay in Patient Access, it's an amazing career – it's Business with a Purpose
- Find your niche in healthcare – Nursing? Physician? Administrator? Researcher? Analyst? Auditor? Trainer?
- Take your experience and skills to other industries – problem solving, superior customer service, leadership, finance, project management



# Questions?