

MAPS Guides Your Self-Pay Patients to the Right Assistance Program

Uninsured and underinsured patients often form a vulnerable population, and Office Ally's MAPS platform helps direct them to reliable reimbursement programs (e.g., Medicaid) or financial assistance, putting your revenue on firmer footing.

MAPS Supports You and Your Patients

1. Quickly identify potential reimbursement sources.
2. Easily manage self-pay accounts in one solution.
3. Efficiently counsel and support self-pay patients.
4. Effectively solidify organizational revenue.
5. Precisely track the use of time and money.
6. Accurately assess patient needs with powerful screening tools.
7. Conveniently provide access through a user-friendly patient portal.
8. Thoroughly track patient and financial data with robust reporting tools.

Give Patients Financial Guidance

Providers collect only about half of all the revenues for which they bill, and many patients are unaware of the financial assistance options available to them when it comes to paying for care. These two simple facts drive the MAPS platform, which helps providers connect patients to solid payment options. The risks to self-pay patients (and, by extension, providers) can become more dire during public health emergencies like the COVID-19 pandemic.

Using MAPS, your financial counseling team conducts a single, brief patient screening to determine the self-pay patient's eligibility for various programs. Financial counseling staff then use the results of that screening to manage the enrollment process, which employs automation and entered patient data to submit, track, and update the patient's financial assistance application.

Enable Patients to Find Support Themselves

Your patients and financial counselors can collaborate in the program eligibility and application process using the communications portal built into the MAPS platform. Patients use the portal to securely enter application information, provide required documentation, and message financial counselors.

In terms of technical benefits, the MAPS portal is the ideal vehicle for contactless communications initiatives and can authenticate a user without requiring them to create an account. You can also brand the communications portal with your organization's name and logo, reinforcing your brand and reassuring your patients.

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View Patient Status and Reach Out

Financial counselors can quickly access a straightforward summary of patient status using the MAPS portal's profile manager. Counselors can also send direct messages to patients by email or text, use automated messaging to notify patients of account updates, and send next-step messages when the patient needs to take additional action.

The communications portal also raises your organization's profile by providing a modern, interactive means for your patients to connect with your practice. MAPS gives your financial counselors the power to both provide patients with valuable guidance while meeting their expectations for a modern, technologically savvy organization.

Empower Your Staff to Do More

The automation and efficiencies built into MAPS enable your financial counseling staff to manage more patients, exhaust all potential sources of financial assistance, and lower the cost of guiding each patient to a source of financial support. MAPS also makes it easy to submit MAGI-based Medicaid applications and patient data through state portals, creating another level of efficiency. Beyond making the present more efficient, MAPS includes management and reporting tools that can help decision makers prepare for future challenges.

Track Your Progress

What percentage of self-pay patients does your financial counseling team convert? MAPS gives you a window into various ways of measuring success. A host of built-in reports and the ability to create ad hoc reports allow you to track account status, know how many self-pay patients were converted, and see the final disposition of individual accounts, to name but a few measures.

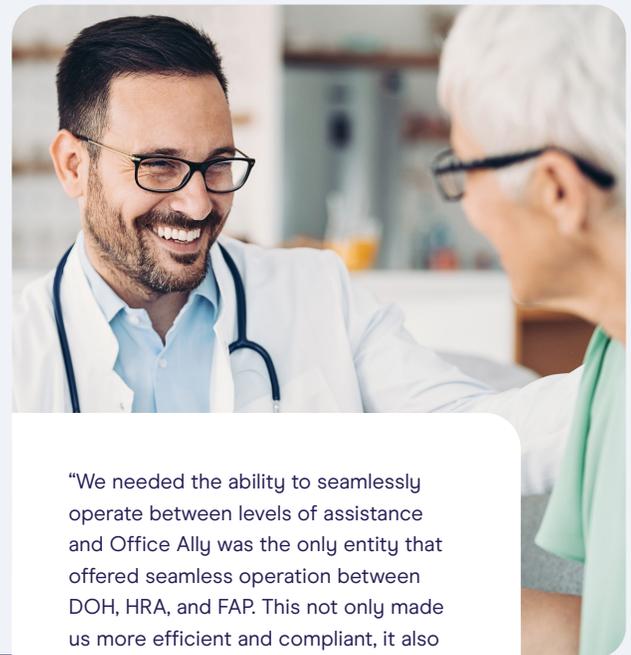
If productivity improvement is a goal, MAPS incorporates functionality that can measure the output of individual team members or the entire team. MAPS enables you to know exactly how time and money are being spent.

Better Manage All Patient Accounts

Your practice thrives when your patients can pay for the services they receive, whether through insurance, publicly funded support programs, or financial assistance. At a high level, MAPS can connect with patients to manage and cover their hospital bills. In keeping with Office Ally's philosophy, MAPS enables better healthcare by improving your processes.

Investigate Other Solutions That Support You

Revenue loss is a concern for all healthcare organizations. If MAPS has you intrigued, consider other Office Ally solutions created with the goal of supporting your bottom line. The Revenue Recovery solution, for example, is another tool in converting self-pay patients, and it helps by finding additional coverage patients may have and increasing payer reimbursement.



"We needed the ability to seamlessly operate between levels of assistance and Office Ally was the only entity that offered seamless operation between DOH, HRA, and FAP. This not only made us more efficient and compliant, it also allowed us to maximize the assistance offered to our patients."

Erwin Ramirez, Senior Director of Patient Financial Services, Mount Sinai Health System

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