

accessdot



Empowering Healthcare Solutions

Your Reliable BPO Partner



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About Access DOT

Attendance and Punctuality Policy:

- + Employees must report to work on time. Repeated tardiness or absenteeism without valid reasons will lead to disciplinary action.
- + Employees should mark their attendance daily. In case of absence, prior approval from the reporting manager is required.
- + Unauthorized absence for more than three days will be considered misconduct and may lead to termination.

Leave Policy:

- + **Casual Leave (CL):** 12 days per year, can be taken for personal reasons.
- + **Sick Leave (SL):** 10 days per year, applicable for health-related issues. A medical certificate is required if the leave exceeds three consecutive days.
- + **Paid Leave (PL):** 15 days per year, applicable after one year of service.
- + **Maternity/Paternity Leave:** Maternity leave of 26 weeks for female employees and 7 days of paternity leave for male employees.

Working Hours and Overtime Policy:

- + Standard working hours are 9:00 AM to 6:30 PM, Monday to Saturday.
- + Employees are expected to adhere to a 9-hour work schedule, including a 1-hour lunch break.
- + Overtime will be compensated as per company guidelines, applicable only if approved in advance by the reporting manager.



Access DOT's Revenue Cycle Management

- + **Scheduling Appointments:** Accurate appointment scheduling to ensure smooth patient flow and resource allocation.
- + **Registration:** Collecting patient demographic, insurance, and medical history information for accurate billing and reimbursement.
- + **Eligibility:** Verifying patient insurance coverage, benefits, co-payments, and deductibles to avoid claim denials.
- + **Utilization Review:** Assessing medical necessity for specific treatments or procedures to ensure proper resource utilization and insurance compliance.
- + **Initial Payment:** Collecting upfront co-payments or payments to address patient responsibility at the time of service.
- + **Describing Changes:** Accurate documentation of any changes in patient information or services rendered for proper billing and claim submission.
- + **Medical Coding:** Assigning appropriate codes (ICD, CPT) to services provided for maximum reimbursement.
- + **Submitting Claims:** Timely and accurate submission of claims to insurance companies for expedited reimbursement.
- + **Remittance Processing:** Careful processing of remittance advice received from insurance companies to update patient accounts accurately.
- + **Third-Party Follow-Up:** Resolving claim denials or underpayments through follow-ups, error correction, and appeals for maximum reimbursement.
- + **Patient Collections:** Managing patient collections for outstanding co-payments, deductibles, or non-covered services through effective communication & billing processes.

Access DOT's comprehensive RCM process prioritizes efficiency, accuracy, and compliance, optimizing revenue, minimizing claim denials, and supporting healthcare providers in delivering high-quality patient care while maintaining financial performance.



Access DOT's Outsourcing Models



Agent-Based Pricing:

In this model, the pricing is based on the number of agents or customer service representatives utilized by the client. The client pays for the resources employed to handle their tasks and services. This model is ideal for businesses with fluctuating customer demands or seasonal requirements. It allows clients to scale up or down their operations based on real-time needs, ensuring cost-effectiveness and optimal resource utilization.

Transaction-Based Pricing:

In a transaction-based pricing model, clients are billed according to the number of transactions processed or completed. It could be per call, per order, or any other measurable transaction. This model is suitable for businesses with varying transaction volumes, as it ensures a more predictable cost structure and allows clients to pay for the specific output they receive.

Build Operate Transfer (BOT) Arrangements:

Access DOT sets up and manages the service, transferring ownership and control to the client later. Enables market entry or expansion without major upfront investments. Clients benefit from cost-effectiveness and high-quality solutions, becoming an extension of their businesses.

Why clients choose us?

Access DOT's commitment to providing flexible outsourcing models ensures that clients can choose the most suitable approach for their specific financial objectives and operational requirements. Whether it's agent-based pricing, transaction-based pricing, or a build-operate-transfer arrangement, Access DOT strives to deliver cost-effective and high-quality solutions, becoming a reliable and valuable extension of its clients' businesses.



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