

eCare NEXT[®]

Automate, integrate and scale your revenue cycle technology on one single platform

Increased system maintenance, labor shortages, duplication of work, inefficient workflows and limited configurability are some of the challenges faced by healthcare organizations with disparate vendor systems.

eCare NEXT[®] is a central rules engine that provides intelligent automation to drive configurable, exception-based workflows that are efficient, accurate and agile.

Automate repetitive tasks to accelerate your revenue cycle and improve your patient engagement. Gain access to advanced data insights by leveraging Touchless Workflow[™] and reduce the need for manual intervention.

The power of eCare NEXT

eCare NEXT enables our customers to create and manage workflows that meet their business needs by providing the relevant tools and insights.

Platform engine

A single-vendor platform delivers automated and integrated revenue cycle technology services at scale.

Workflow platform

A patient access workflow engine quickly standardizes, automates and analyzes customer workflows, enabling our products to provide actionable information to the right person at the right time.

Benefits to you

- Drive automation and manage patient access activities through a single platform with your HIS or PMS.
- Improve efficiency and accuracy and reduce staff burnout by automating and integrating your technology on one platform.
- Reduce time spent on training your staff and lower system maintenance costs by leveraging our single-vendor platform.
- Eliminate the inefficiencies that stem from isolated technology by accessing a platform that makes products work cohesively with each other. Further fuel the value of the platform as more products are added to it.



Product features

- Integrated rules-driven **Work Queues** drive exception-based workflows, leveraged by our patient access products. This also includes self-service Work Queue management tools.
- **The NEXT Bar** desktop application highlights exceptions, from Experian Health's patient access products, that require action by the user.
- Need to manually run an Experian Health product? **OneSource[®]** gives you access to manually run many services, especially for staff that doesn't have HIS or PMS access and for transactions where no patient accounts are available.
- **Self-Service Portal** is a highly configurable tool that enables both user management and platform management.

Solutions hosted on the eCare NEXT platform

REVENUE CYCLE MANAGEMENT

Patient access

Coverage Discovery® — Find previously unidentified coverage at any point in the revenue cycle continuum to reduce bad debt write-offs.

Authorizations — Automate 100% of prior authorization inquiries, and eliminate uncertainty.

Eligibility — Reduce financial risk, increase revenue and streamline staff workflow with real-time insurance eligibility verification.

Medical Necessity — Validate clinical orders against payer rules for better claims results.

Notice of Care — Automate and integrate payer notifications for admission, observation and discharge.

Patient Estimates — Help patients and providers make informed healthcare decisions with transparent pricing information.

Patient Financial Clearance — Guide patients to the appropriate financial pathway, quickly and confidently.

Registration QA — Minimize costly denials and increase cash flow by driving accurate patient registration information.

Payments

PaymentSafe® — Provide your patients with a secure method of submitting payments online, via mobile device or at point of service.

IDENTITY MANAGEMENT

Precise ID® — Protect healthcare identities during enrollment and at each login using multilayer portal security with identity and device intelligence.

Universal Identity Manager — Prevent duplicate patient records and match existing ones.

Identity Verification — Reduce denials, expedite reimbursement and decrease returned mail with automated patient demographic verification and validation.

PATIENT ENGAGEMENT

Patient Schedule — Empower your consumers to schedule the right care conveniently with our omnichannel scheduling platform.