

HOME HEALTH & HOSPICE



## Partnering with you for better healthcare

Trust the experts at HEALTHCARE*first* to help you accelerate reimbursement, maximize cash flow, reduce risk of denials, and go beyond compliance for CAHPS surveys.

### **Improve your revenue cycle**

Billing, coding and documentation are complex — critical work that takes time and hard-to-find expertise. Finding and retaining that expertise is its own challenge and may be cost-prohibitive in the long run.

Your revenue cycle process is one of your greatest opportunities to grow your business, and working with HEALTHCARE*first* can help ensure the future success of your organization. Our dedicated experts help streamline operations and accelerate reimbursement to improve your profitability. We have decades of expertise in home health and hospice and can provide a seamless transition using your preferred EHR platform. And our training and regulatory education services help you make the most of your time and your investment.

## Elevate your care experience

Providing a quality care experience is essential to your organization's success. But knowing how and where you need to improve isn't always apparent. Our CAHPS program for home health and hospice helps simplify compliance and delivers actionable clinical insights that improve quality and performance — giving your staff more time to focus on patients.

Our comprehensive reports and verbatim comment reporting let you monitor and analyze performance across all quality measures to identify opportunities for improvement. With extensive drilldown and comparative analyses, you can uncover key factors influencing performance. And with multiple quality assurance checkpoints that facilitate compliance, you can feel confident that essential quality indicators aren't overlooked.

We also offer a bereavement survey program, including our Hospice Grief Support Services (HGSS) survey, which provides valuable feedback hospice providers can use to better serve patients and their loved ones.

## See how HEALTHCAREfirst can work for you

HEALTHCAREfirst is part of ResMed's connected network, and together we're creating a seamless experience designed to help providers improve the care experience they deliver across every patient's healthcare journey. When you choose HEALTHCAREfirst, you're making an important investment in the future of your business.

Our revenue cycle management services help ensure fewer errors and improved cash flow, while our clinical documentation review can help you overcome time-consuming challenges and give staff more time to care for patients. And with our survey capabilities, you get the actionable insights you need to improve quality and performance.

## Succeed and thrive with expert services from HEALTHCAREfirst.

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### About

For more than 25 years, HEALTHCAREfirst has been the premiere provider of revenue cycle management services, CAHPS and bereavement surveys, and advanced analytics for home health and hospice organizations. We act as a single source to improve patient care, create operational efficiencies, support timely reimbursements, and simplify compliance. Working with us gives you more time to focus on patients and growth instead of paperwork.

Call 800.841.6095 or visit [healthcarefirst.com](https://healthcarefirst.com) to learn more.