

Who is RCI?



History

Filling a needed void in strategic partnerships between providers and billing services, RCI has been able to successfully bridge that gap by partnering with our clients to provide ongoing support services through consulting and outsourcing

- Founded in 2003
- Acquired by CVS in 2018

Service Offerings

RCI offers turnkey solutions to address the reimbursement challenges in acute and post-acute care settings for infusion services – as well as durable and home medical equipment (DME/HME).

- Our primary focus is to mitigate financial risk by improving DSO and streamlining the back end, revenue collections process through consulting and outsourcing services
- With RCI's accounts revenue management, we have captured over \$3M in direct revenue savings for our clients within the last year

Why seek consultants? Why outsource?

- The main reasons for organizations to seek consulting and outsourcing is due to the complexity of the ever-changing reimbursement landscape
- It can be costly and time consuming to build up the knowledge base needed to effectively navigate these complexities.
 - Leveraging RCI allows clients to focus more on operations while RCI works on the Revenue Cycle areas
- RCI provides expertise while saving the clients cost on resources, allowing for:
 - Renewed focus on core business
 - Migration of risks by reliance on an expert
 - Improved customer satisfaction through improved processes
 - Lower costs due to economies of scale
 - Turn fixed costs into variable costs



Relationship with Our Clients



Specialty Pharmacies with Infusion services

- Our clients' Specialty Pharmacies often grew out of a larger hospital network
 - While they know how to support the hospital Revenue Cycle, infusion especially can bring a new set of challenges
- RCI was created as a consulting company to help these providers fill the gaps between operations and reimbursement, through both
 - Consultation to improve existing Revenue Cycle processes at clients
 - Outsourcing when the gaps are too large for the clients to address or desire to leverage the knowledge of our subject matter experts for the long-term

RCI: a Partner, and not just a Contractor

- RCI seeks to not just fulfill a needed financial function but provide value-adding insights to not only increase the collection rates, but also broadly improve their business operations
- Our team delivers the full range of services including Intake, Billing, Collections and insurance denial resolution, and Cash posting
- RCI provides RCM services for specialty and non-specialty drugs including but not limited to: Biologics, ABX, Enteral, TPN, Chemotherapy and IVIG

Conclusion



RCI: a Partner, and not just a Contractor

- Whether you are frustrated with the ever-changing billing requirements or you have staffing challenges, RCI has the capabilities and services to successfully navigate home infusion reimbursement.
- For nearly 20 years RCI experts have partnered with health care organizations to help implement a better process for home infusion.
- RCI is not just a billing center or outsourcing company that leaves a provider to feel “out of touch” with the reimbursement process, but rather an extension of the partners we serve
- Our clients’ success leads to RCI’s success
- To learn more about how RCI is helping health care organizations build more efficient, smarter solutions, contact Thomas.Trayer@CVSHealth.com