



Addressing Healthcare Red Flag Rules with Revenue360®

1. Documents provided for identification appear altered or forged.

Using Revenue360 Automated Intelligent Guidance allows your organization to create prompts, alerts and guides to efficiently and effectively guide your registration staff to visually verify that the documents presented at registration are accurate and document their findings within the registration system. In addition, using Revenue360 Insurance Code Solution allows your organization to scan in current images of insurance cards provided by the payer, allowing your staff to have a visual example on screen to compare with the insurance card the patient is presenting.

2. Photograph or physical description on ID inconsistent with appearance of customer.

Revenue360 can be configured to guide and prompt your staff to view the patient photo identification card and indicate in your registration system that the photo matches the patient who is presenting for treatment.

3. Other information on ID inconsistent with information provided by person opening account.

The Revenue360 Demographic Validation Module accesses proprietary demographic data sources to validate and return the most current available patient demographic details, such as name, current address, telephone, as well as SSN validity and fraud indicators.

4. Information on ID, such as signature, inconsistent with information on file at creditor.

The Revenue360 Demographic Validation Module accesses proprietary demographic data sources to validate and return the most current available patient demographic details, such as name, current address, telephone, as well as SSN validity and fraud indicators. In addition, Revenue360 Automated Intelligent Guidance can be configured to comply with your business rules to prompt your registrar to compare the signature the patient is presenting with a signature that is on file in your registration system.

5. Application appears forged or altered or destroyed and reassembled.

Using Automated Intelligent Guidance, Revenue360 supports your organization's Red Flag Rules process by prompting your registrar or financial counselor to indicate in the registration record that the application appears to be valid and complete.

6. Personal identifying information on ID inconsistent with external information sources: address in a consumer report, Social Security number has not been issued or appears on the Social Security Administration's Death Master File.

The Revenue360 Demographic Validation Module accesses proprietary demographic data sources to validate and return the most current available patient demographic details, such as name, current address, telephone, as well as SSN validity and fraud indicators.

7. Personal identifying information provided by the customer is inconsistent with other personal identifying information provided by the customer. For example, there is a lack of correlation between Social Security number range and date of birth.

The Revenue360 Demographic Validation Module accesses proprietary demographic data sources to validate and return the most current available patient demographic details, such as name, current address, telephone, as well as SSN validity and fraud indicators.

8. Personal identifying information (such as address or phone number) provided is associated with known fraud activity.

The Revenue360 Demographic Validation Module accesses proprietary demographic data sources to validate and return the most current available patient demographic details, such as name, current address, telephone, as well as SSN validity and high risk fraud indicators.

9. Suspicious addresses supplied, such as a mail drop or prison, or phone numbers associated with pagers or answering service.

The Revenue360 Address Validation Module verifies address validity and standardizes existing address information via integrated USPS Address Matching System technology for defined patient populations. Revenue360 verifies if a Patient / Guarantor address is a valid existing address using facility defined business rules.

10. Social Security number provided matches that submitted by another person opening an account or other customers.

Revenue360 Demographic Validation Module initiates a real-time demographic request during the registration process after all necessary data elements are gathered. Within seconds, demographic details such as the validity of the Social Security Number are returned and the user is notified with suggested next steps based on the facility rules using intelligent guidance.

11. An address or phone number provided matches that supplied by a large number of applicants.

The Revenue360 Demographic Validation Module accesses proprietary demographic data sources to validate and return the most current available patient demographic details, such as name, current address, telephone, as well as SSN validity and fraud indicators.

12. The person opening the account fails to provide all identifying information in response to notification that the application is incomplete.

Revenue360 creates and prints exception reports for results showing accounts with further review required, or other management defined information.

13. Personal information provided is inconsistent with information already on file with creditor.

User interaction with the Revenue360 Response Viewer allows the user to compare the data provided with the data already on file and select the desired result with field level updates.

14. Creditor is notified that customer is not receiving paper account statements.

Revenue360 has the ability to determine the existence of an address and the patient's residence at that location. If address is unknown, Revenue360 has the ability to identify last known deliverable address allowing the facility to update their patient record.

15. Creditor is notified of unauthorized charges or transactions on customer's account.

Revenue360 Eligibility Verification verifies the insurance data on the patient that is presenting and provides a history of insurance verification for that patient allowing for information auditing when necessary.

16. Creditor is notified that it has opened a fraudulent account for a person engaged in identity theft.

Revenue360 Demographic Validation and Eligibility Verification have fraud indicators that highlight potentially fraudulent activity based on third party data sources (credit agency, insurance company, etc) allowing your organization to follow your Red Flag Rules process.

17. Mail sent to customer repeatedly returned as undeliverable despite ongoing transactions on active account.

Revenue360 initiates a real-time demographic validation request, returning name, address, SSN, DOB and other information allowing the user to match the patient name with the address presented, or listed in the patient account.