

Overcoming Healthcare Hiccups: Strategies for Success

Hiccups are a common occurrence, especially this year in the healthcare sector, where Change Healthcare has been a persistent challenge for many. In a time where we are experiencing delayed insurance payments, it's more important than ever to focus on outstanding patient AR. As we know, patient AR presents its own set of obstacles. Despite the potential advantages it offers, Patient AR encounters difficulties stemming from technical limitations, compliance with regulations, data security concerns, and ensuring accessibility for all. Moreover, integrating AR into existing healthcare workflows demands meticulous planning, comprehensive staff training, and substantial investment in infrastructure.



Six Ways to Improve your Patient Accounts Receivable:

1. Maintain Open Patient Communication About Financials
2. Practice Frequent Follow-Ups on Outstanding Accounts
3. Consistently Review Patient AR Reports
4. Collect Payments for Copays and Services While the Patient Is In the Office
5. Increase the Frequency of Billing Cycles (including text messaging)
6. Consider AR Workflow Automation

Boosting patient revenue is a critical goal for healthcare providers seeking to enhance their financial performance and ensure sustainable growth.

To facilitate seamless communication and engagement with patients, Svast employs interactive platforms capable of not only sending text messages but also delivering emails and issuing monthly statements. Furthermore, our services extend to managing patient calls and handling text messaging correspondence, ensuring comprehensive support for healthcare providers navigating the complexities of integrating AR into their practices. Please contact your RCL for a demo today.

Our Mission: "To improve the financial performance of healthcare providers by delivering personalized service through best-in-class people, processes, and technology."

A Spring Mocktail

The Blackberry Mojito

Indulge in the refreshing flavors of spring with this delightful Blackberry Mojito recipe. Bursting with zesty lime, vibrant mint, and succulent blackberries, this mocktail is a perfect balance of sweetness and tanginess. Combined with the crisp fizz of Sparkling Cranberry Raspberry Water Beverage, it's an irresistibly thirst-quenching treat. Follow these simple instructions to create a mocktail that's as beautiful as it is delicious.



Ingredients

- 1 lime cut into slices
- 8 fresh mint leaves plus more for garnish
- 8 blackberries plus more for garnish
- ice cubes
- 1 bottle H-E-B Sparkling Cranberry Raspberry Water Beverage

Instructions

- To the two tall glasses add 2 lime slices, 4 fresh mint leaves, and add half of the blackberries to each glass. Muddle blackberries and limes. Fill the glass with ice and top with chilled sparkling water. Garnish with the mint sprig and any extra blackberries.

[Spring Mocktails: The Blackberry Mojito - Lipstick & Brunch \(lipstickandbrunch.com\)](https://lipstickandbrunch.com)



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Meet Our Staff

We're thrilled to announce a significant shift in our management approach as we transition to a dynamic team-based structure. This strategic evolution marks an exciting new chapter for our organization.



Meet Kevin Weeks, Director - Systems and Support

Kevin is an accomplished Systems Director with a passion for leveraging technology to enhance healthcare operations. With a solid foundation in Business Management and Health Information Technology, Kevin has dedicated over 15 years to the healthcare industry, specializing in Medical Billing, EHR/PM Implementations, Training, Application Support, and Information Technology. His educational background equips him with a unique blend of business acumen and technical expertise. Outside of work, Kevin enjoys the natural beauty of his home state, Vermont. He spends his free time pursuing outdoor activities such as hiking, skiing, and exploring scenic trails.



Meet Jason Kirby, Manager - Systems and Support

Jason has a direct approach in creative problem solving, and goal-oriented solutions. He has spent the last 6 years in the Healthcare industry working within the Credentialing, EDI, Practice Management systems, and Healthcare Information Technology fields. His educational background in Criminal Justice, Business Administration; as well as Six Sigma provides a strong ethical, and data driven approach to management. His commitment to a continuous education keeps skills current and sharp. Outside of work he enjoys spending time traveling the country; with a goal to spend as much time outdoors as possible, training in martial arts, Olympic weightlifting, and playing the bass.



Meet Roshan Dsouza, Deputy General Manager

Roshan holding a bachelor's degree in commerce from Karnataka University, He embarked on his career journey in the US healthcare/Medical Billing industry as an AR Associate. With over 18 years of experience under his belt, Roshan's progression from an agent to a Deputy General Manager has been marked by profound learning experiences. In his view, a leader exemplifies setting standards for the team or subordinates and consistently encourages innovative ideas and implementations. Roshan firmly believes in the mantra that "A process should always be structure/process driven and not people-oriented." He considers himself fortunate to stand where he does today, attributing his success to dedication and a continuous pursuit of improvement.



Meet Britany Smith, Director of DME Operations

Britany is an accomplished professional and leader in her field. As the Director of DME, she brings extensive experience and knowledge to the table. With a high school degree and two years of college, Britany has worked her way up the ladder through hard work and dedication. She has excelled in various roles. Britany's leadership approach is hands-on and supportive, working alongside her team to ensure success. She is a proud mother of three and a business owner, running a successful towing business. Britany's favorite hobby is cake decorating, and she enjoys spending quality time with her family and friends, be it a cookout at the house, camping, or on the water at the beach or a lake.

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