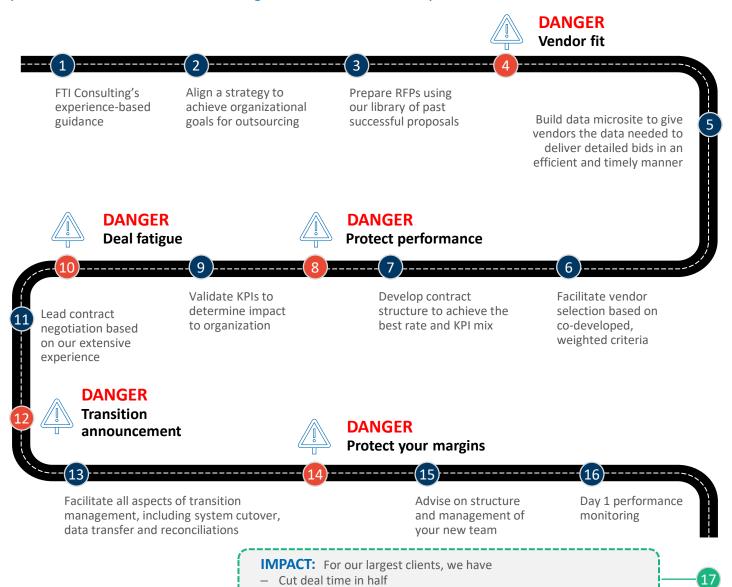
# Revenue Cycle Outsourcing

Making an important decision successful

FTI Consulting helps clients understand and navigate revenue cycle outsourcing, from unbiased vendor selection to expert negotiation and management support. If you make the decision to outsource, you want to be sure it is truly successful and transformative. With our unique understanding of the pitfalls, pricing and negotiation tactics of the vendors, FTI Consulting can help you find the best vendor fit and negotiate the best deal for you.



Achieved in excess of 30% cost reduction at Day 1 of the contract



REVENUE CYCLE OUTSOURCING FTI Consulting, Inc.

#### FTI Consulting's experience-based guidance

- Unbiased views
- Team members are past leaders in the outsourcing industry

#### Align a strategy to achieve goals

- Your organization's goals will align with certain vendor strategies better than others
  - High touch
  - Technology need
  - Cost reduction
  - Revenue generation
  - Entrepreneurial
  - Performance turnaround

#### **Prepare RFPs**

- We have an extensive library of RFP responses and extensive experience evaluating RFPs
- This experience drives our creation process and facilitates faster turnaround and stronger solutions

#### **Build data request files**

- Build data microsite to give vendors the data needed to deliver detailed bids in an efficient and timely manner
- Act as your organization's liaison to answers questions and provide additional details — or reject a bid when it is not in your best interest

## Vendor fit



- Selecting vendors to receive RFP
- We understand the emerging companies and trends
- We know the vendors and vendor leadership; we identify vendors based on criteria that is important to your organization's goals, objectives and operational style
  - Technology-driven
  - Service-driven
  - Low-cost option
  - Vendor ownership (offshore-owned, competitorowned, etc.)

#### **Vendor selection**

- Well organized, co-developed, weighted criteria ultimately support the client decision
- Client is the ultimate arbitrator
- Have vendors provide solutions for your problems such as covering contract termination fees

### **Contract structure**

- Rate and KPI mix
- Obtain a deal structure that exceeds the market
- Focus on aspects that are most critical to you

#### Protect performance



- Outsourcing isn't only for poorly performing shops
- Need to protect against performance cliffs: What's your leverage? Contract termination rights, step-in rights, financial true-ups?



REVENUE CYCLE OUTSOURCING FTI Consulting, Inc. 3



## 10

(11

#### **KPI** validation

 Understanding the source data, formula structure, and the financial impact to your organization

#### Deal fatigue 🚇

 The pace of the deal will be driven by our teams, taking control from the vendor

#### **Contract negotiation**

 We are there with you, sitting across the table from the vendor and their team of attorneys







12

## Vendor management support

 What's your structure to manage the vendor with your updated team?

## 

 A smooth transition should allow you to maintain your margin regardless of structure

# Transition management

 We facilitate all aspects of transition management, including system cutover, data transfer and reconciliations

# Transition announcement

- Highly confidential and discrete
- Transition announcement and communication management
  - Timing
  - Level of communication
  - What to reveal, to whom, and when

**1**6

# 17

# Day 1 performance monitoring

- Begin as early as possible
- Vendors may not want to begin on Day 1 due to fluctuations in roles and performance

#### **Impact**

- Save time and HR transition
  - Enter transition phase within 4-6 months
- Long-term cost savings and revenue generation
  - Experience a 15%-30% cost reduction at Day 1 (varies based on scope of operations)

The views expressed herein are those of the author(s) and not necessarily the views of FTI Consulting, Inc., its management, its subsidiaries, its affiliates, or its other professionals.

FTI Consulting, Inc., including its subsidiaries and affiliates, is a consulting firm and is not a certified public accounting firm or a law firm.

#### **DAVID BENN**

Senior Managing Director + 1.813.351.0492 David.Benn@fticonsulting.com MATT LESHY

Managing Director +1.248.953.8609 Matthew.Leshy@fticonsulting.com



