

Healthcare Solutions:

Is Your
Patient
Support
Working
As Hard
As You
Are?

The logo for MySource, featuring a blue curved line above the text "MySource" in a blue sans-serif font.

Improve Patient Interactions & Optimize Revenue Cycles

Healthcare organizations are under enormous pressure to do more with less: more patients, more complexity, more compliance requirements, with fewer staff and tighter budgets.

MySource is the partner healthcare leaders trust to close this gap. We deliver dedicated teams for Patient Scheduling, Member Services, and Claims Processing that integrate directly into your operations. Our co-manage model keeps you in control of your processes and workflows, while we provide the professionals who take direction directly from you. It's the ultimate support team.



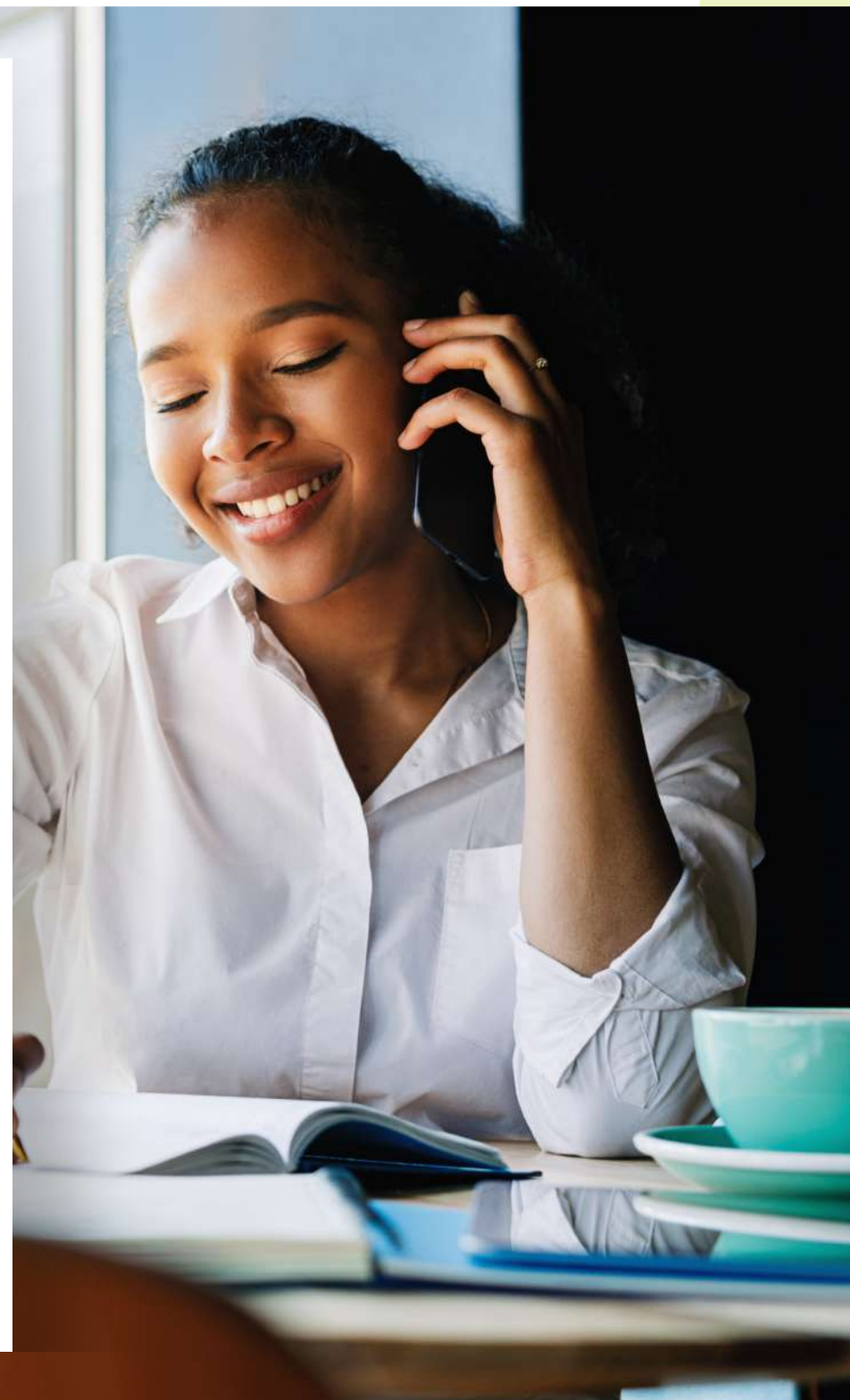
The outcome: better patient experience, improved claims processing, and lower operating costs.

Patient Scheduling

MySource builds specialized scheduling teams for healthcare call handling, appointment management, and patient engagement. Your MySource team works with your existing scheduling systems, following your protocols and processes.

The Outcomes We Deliver:

- Reduced wait times with fast, accurate appointment booking
- Increased show rates through proactive reminders and rescheduling
- Higher revenue capture from fewer missed appointments
- Improved patient satisfaction scores (CAHPS, HCAHPS) through consistent, empathetic interactions



Member Services

We provide experienced agents who manage benefit inquiries, eligibility verification, provider directory support, and wellness program outreach. Every agent is trained for accuracy, compliance, and patient empathy.

The Outcomes We Deliver:

- Stronger member retention through fast, reliable service
- Lower call abandonment with scalable staffing for peak demand
- Consistent, compliant communication across all touchpoints
- Relieved in-house staff, enabling clinical teams to focus on care delivery



Claims Processing



MySource teams specialize in claims intake, coding support, validation, adjudication, and appeals. We ensure we follow your workflows, reduce errors, and accelerate reimbursement cycles.

The Outcomes We Deliver:

- Reduced denial rates through accurate, compliant claims handling
- Faster reimbursement that strengthens cash flow
- Improved revenue cycle metrics with fewer reworks and resubmissions
- Claims support that can grow with your patient volume

Why Healthcare Leaders Choose MySource

- Proven ROI: Clients report reduced costs and measurable improvements in operational KPIs.
- Ability to Scale: As your requirements change, we can quickly scale up.
- Compliance First: HIPAA-compliance with secure infrastructure.
- Executive Partnership: Kansas City-based company with multiple delivery centers in the Philippines.
- Seamless Integration: Our staff work in your systems, under your oversight, following your processes.



Is Your Revenue Waiting in an Empty Room?

Every missed appointment
is a double loss...



...for your patient's health and your hospital's revenue. **MySource** provides the dedicated support to connect patients with their care, filling your schedules, increasing show-rates and your financial health.



**Transform your operations with a
partner who understands your
challenges.**



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