

# Healthcare Executive Playbook:

**How Outsourcing is  
Driving Stronger  
Healthcare  
Operations**

# A Critical Moment for Healthcare

**Healthcare executives are under unrelenting pressure:**

- **Staffing shortages** are driving up overtime costs and burning out clinical teams.
- **Rising labor expenses** are squeezing margins tighter every year.
- **Patient expectations** for speed, empathy, and convenience have never been higher.
- **Claims denials and billing errors** are stalling cash flow and eroding revenue.

These realities can no longer be solved by simply “hiring more people”.

To stay competitive and sustainable, executives must explore outsourcing as a strategic lever for stability, growth, and patient satisfaction.

# Urgency: Why Healthcare Execs Must Act Now

## Healthcare leaders who delay exploring outsourcing risk:

- Worsening patient satisfaction as call volumes and delays increase
- Revenue leakage from claim denials, no-shows, and operational inefficiencies
- Escalating labor costs without the talent supply to support growth
- Burnout and turnover in already-stressed clinical and administrative teams

**Outsourcing is a viable option for keeping your business resilient.**

# Patient Scheduling: From Bottleneck to Growth Driver

**Challenge:** Every missed call or long hold time means delayed care, lost revenue, and frustrated patients. Internal teams can't keep pace with rising call volumes.

## Outsourcing Impact:

- Significantly reduce average wait times
- Increase appointment adherence with proactive reminders
- Capture more billable visits by reducing no-shows
- Free clinical staff to focus on patient care instead of phone duty

## Business Outcome:

More patients seen, higher revenue, and improved CAHPS/HCAHPS scores.



# Member Services: Protecting Trust and Retention

**Challenge:** Complex benefit questions, prior authorizations, and coverage issues overwhelm in-house teams. Long hold times erode member confidence.

## Outsourcing Impact:

- Provide consistent, compliant responses across channels
- Patients can make decisions quickly based on the answers
- Lower call abandonment rates
- Improve member satisfaction and Net Promoter Scores

## Business Outcome:

Stronger member retention, reduced churn, and fewer escalations to leadership.

# Medical Claims Processing: Strengthening the Revenue Cycle

**Challenge:** Denials, errors, and delays in adjudication create costly revenue leaks. Staff spend too much time reworking claims instead of preventing errors upfront.

## Outsourcing Impact:

- Reduce denial rates by improving first-pass accuracy
- Speed up reimbursement cycles by days or weeks
- Lower administrative cost per claim processed
- Provide scalable bandwidth during peak claim periods

**Business Outcome:** Healthier cash flow, fewer days in A/R, and stronger financial predictability.



# Accountants for Financial Operations: Precision and Compliance

**Challenge:** Healthcare finance teams are burdened with manual reconciliations, reporting delays, and compliance pressures, all while labor costs keep climbing.

## Outsourcing Impact:

- Ensure timely, accurate, and compliant reporting
- Streamline A/P, A/R, and payroll processes
- Provide surge capacity during audits or budget cycles
- Reduce reliance on expensive local talent pools

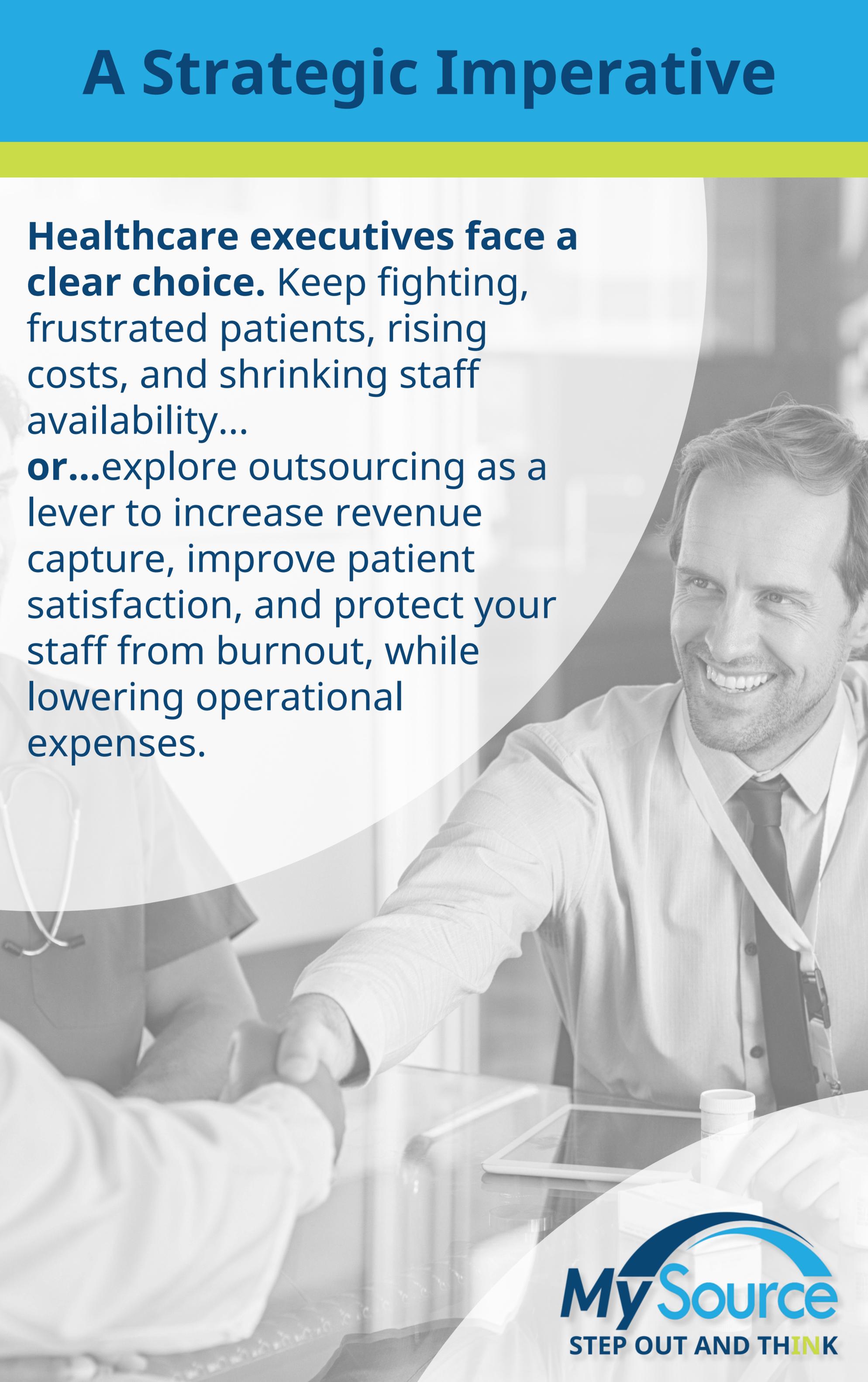
## Business Outcome:

Reliable financial data for decision-making, reduced overhead, and stronger compliance posture.

# A Strategic Imperative

**Healthcare executives face a clear choice.** Keep fighting, frustrated patients, rising costs, and shrinking staff availability...

**or...** explore outsourcing as a lever to increase revenue capture, improve patient satisfaction, and protect your staff from burnout, while lowering operational expenses.



**MySource**  
STEP OUT AND THINK

# The MySource Advantage

## Healthcare Experience

We have a track record of success supporting healthcare companies and understand the complexities and compliance requirements.

## Co-Manage Delivery Model

Your processes, our people: Your dedicated MySource team follows your workflows, uses your systems, and takes directions from your managers.

## Scalable Talent

Skilled professionals in patient scheduling, member services, claims, and accounting.

## Kansas City-Based Leadership

Close executive access with highly experienced operations leadership in the Philippines.

## Proven ROI

Lower costs, stronger revenue cycles, and measurable patient satisfaction improvements.



**P a t i e n t  
S c h e d u l i n g .**

**M e m b e r  
S e r v i c e s .**

**C l a i m s  
P r o c e s s i n g .**

**F i n a n c i a l  
O p e r a t i o n s .**

These aren't just back-office functions; they form the foundation of your patient and financial results. With MySource, outsourcing becomes a strategy for growth, resilience, and excellence in care delivery.



**N e x t S t e p**

Identify one high-friction process (scheduling, member services, claims, or accounting) and explore the possibility of outsourcing it. Working together to understand your unique requirements, we can create a plan that will impact your business.

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# **MySource**

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**C o n t a c t U s**  
**T o d a y**



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