

Comprehensive & Interactive Utilities

- **24 HOUR ONLINE CLIENT ACCESS**
Online account management systems allow clients to view and update account notes in real time directly from any computer.
- **CUSTOMIZED REPORTING**
In addition to extensive standard reports, Client Center allows the creation of customized reports.
- **PATIENT ACCESS**
The Patient Portal allows patients to view current accounts, make payments and more.
- **TRAINING AND SUPPORT**
Staff provides training over the phone, online, or at your place of business at no cost. We provide ongoing support and custom development for all clients.
- **SECURITY AND PRIVACY**
All systems and processes are fully HIPAA compliant. Online services are protected by SSL encryption which also provides a secure communication feature.

Realize the Full Potential of Your Accounts

Since 1989, HealthFirst Receivable Outsourcing (HeRO) has been partnering with the healthcare community to offer a full range of outsourcing services.

Our professional and proactive approach provides complete account management while generating financial dividends. In addition, we deliver outstanding customer service and online account management tools for both patients and providers.

Fully customizable plans are tailored to fit the unique needs of any organization. After determining which accounts to refer, HeRO staff begins communication with patients to discuss payment options and setup arrangements. As a result of increased account contact, we help reduce bad debt write-offs.

Partnering with HeRO immediately frees up valuable staff time and resources as we facilitate all billing and account follow-up services.

HeRO Benefits

More time to focus on core business

Extension of your facility we follow your mission, vision and values

Reduction in net operating costs

Access to technology without the investment, such as automated dialers and more

HeRO Features

Payments - we provide remittance for all monies received on a regular predetermined schedule.

Information Technology - our secure systems maintain up-to-the-minute records on patient accounts with convenient, 24/7 online access.

Contact us today to learn how HealthFirst Financial can help your business excel.