Firstsource Financial Assistance

A cloud-first solution for healthcare providers to digitally screen and enroll uninsured and underinsured patients in financial assistance programs.

https://www.firstsource.com

Overview

Firstsource Financial Assistance, part of the Firstsource Healthcare Cloud, is a digital-first solution designed to streamline and accelerate the patient financial assistance process for healthcare providers. The solution guides eligible patients through screening and enrollment for various funding sources, including government, state, federal, charity, and the hospital's internal financial assistance programs.

Key Capabilities and Features:

Digital Patient Screening Portal: Enables uninsured and underinsured patients to log in and answer eligibility screening questions from their own device at their convenience.
Comprehensive Eligibility Checks: Rules out a patient's ability to pay and checks eligibility for external programs (Medicaid, county, state, federal) before assisting with the hospital's internal program application.
Digital Enrollment and Documentation: Auto-populates the hospital's financial assistance forms and digitally gathers required documents to validate the information submitted by patients.
Automated Patient Outreach: Hospital registrars can trigger a text message to self-pay patients with a link to the remote screening portal.
Human-in-the-Loop Support: Customer service representatives are available to follow up with qualified patients via telephone for full screening and to "hand hold" them through the entire process.
Target Users and Benefits:

The software is primarily used by **Hospital Registrars** and **Healthcare Providers** (hospitals, health systems) to address the challenge of uncompensated care and bad debt. By simplifying the process, it aims to achieve higher conversion rates for financial assistance enrollment, leading to reduced Accounts Receivable (AR) days, lower uncompensated care costs, and enhanced patient satisfaction.

Key Features

- Digital Patient Screening Portal

- Government/Charity Program Eligibility Screening

- Internal Financial Assistance Program Enrollment

- Digital Medicaid Application Completion

- Digital Document Gathering and Validation

- Automated Workflow

- Patient Text/Mail Outreach

Pricing

Model: enterprise

Target Company Size: medium, enterprise

Integrations

EMR/EHR Systems, Third-Party Systems

Compliance & Certifications

HIPAA, HITRUST, ISO 27001, GDPR