



Identity Verification

Prevent healthcare identity theft with automated patient demographic verification and validation

Identifying possible demographic discrepancies and keeping the most up-to-date patient contact information in your core information system is a top priority. Without proper identity management and patient database diligence, your organization risks collection opportunities, its reputation, and your patients risk far more.

Identity Verification uses the industry's most expansive, dependable and regulated data sources to arm patient access staff with the latest patient information during pre-registration and at the point of service. Seamlessly, your organization automatically receives up-to-date, accurate demographic data directly into your patient registration system, and alerts you when there are discrepancies.

How we do it

At pre-registration or anytime during the point of service, staff uses our continuously updated, proprietary demographic database to immediately validate and correct important patient information: name, address, Social Security number, date of birth, phone number and county.

- Updated demographic information is automatically uploaded into your organization's patient registration system, reducing potential for error by eliminating need for staff to manually enter data.
- Addresses are cross-referenced against United States Postal Service® standards to ensure they're valid and properly formatted, including ZIP+4.
- Registrars receive customizable alerts and scripting to handle discrepancies and potential cases of identity theft and insurance fraud. The scripts also help staff have more meaningful conversations with patients.

What you get

Identity Verification can help you minimize payment delays and reduce billing and collection costs, while protecting your patients and your organization from identity theft.

Minimize payment delays

Reduce returned mail, billing costs and lost invoices by confirming demographic information

Prevent identity theft

Protect your organization—and your patients—by identifying potential cases of identity theft

Lower collection costs

Follow up on accounts more effectively by ensuring patient contact information is up-to-date and accurate at the front-end of the revenue cycle

Reduce claims denials

Updating incorrect demographics, such as name, Social Security Number and Date of Birth can reduce or eliminate claim denials