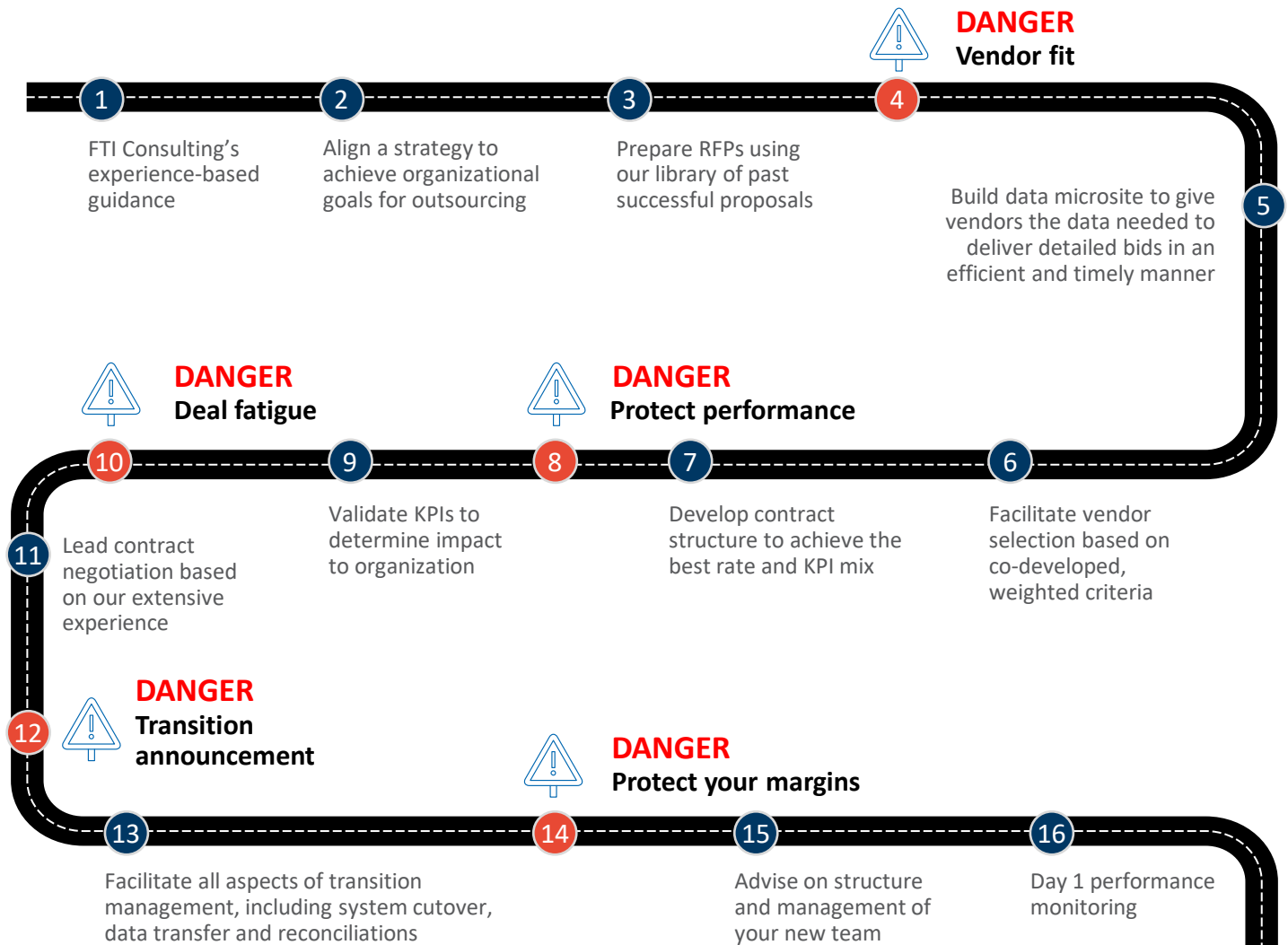


Revenue Cycle Outsourcing

Making an important decision successful

FTI Consulting helps clients understand and navigate revenue cycle outsourcing, from unbiased vendor selection to expert negotiation and management support. If you make the decision to outsource, you want to be sure it is truly successful and transformative. With our unique understanding of the pitfalls, pricing and negotiation tactics of the vendors, FTI Consulting can help you find the best vendor fit and negotiate the best deal for you.



IMPACT: For our largest clients, we have

- Cut deal time in half
- Achieved in excess of 30% cost reduction at Day 1 of the contract

1

FTI Consulting’s experience-based guidance

- Unbiased views
- Team members are past leaders in the outsourcing industry

2

Align a strategy to achieve goals

- Your organization’s goals will align with certain vendor strategies better than others
 - High touch
 - Technology need
 - Cost reduction
 - Revenue generation
 - Entrepreneurial
 - Performance turnaround

3

Prepare RFPs

- We have an extensive library of RFP responses and extensive experience evaluating RFPs
- This experience drives our creation process and facilitates faster turnaround and stronger solutions

5

Build data request files

- Build data microsite to give vendors the data needed to deliver detailed bids in an efficient and timely manner
- Act as your organization’s liaison to answers questions and provide additional details — or reject a bid when it is not in your best interest

4

Vendor fit



- Selecting vendors to receive RFP
- We understand the emerging companies and trends
- We know the vendors and vendor leadership; we identify vendors based on criteria that is important to your organization’s goals, objectives and operational style
 - Technology-driven
 - Service-driven
 - Low-cost option
 - Vendor ownership (offshore-owned, competitor-owned, etc.)

6

Vendor selection

- Well organized, co-developed, weighted criteria ultimately support the client decision
- Client is the ultimate arbitrator
- Have vendors provide solutions for your problems such as covering contract termination fees

7

Contract structure

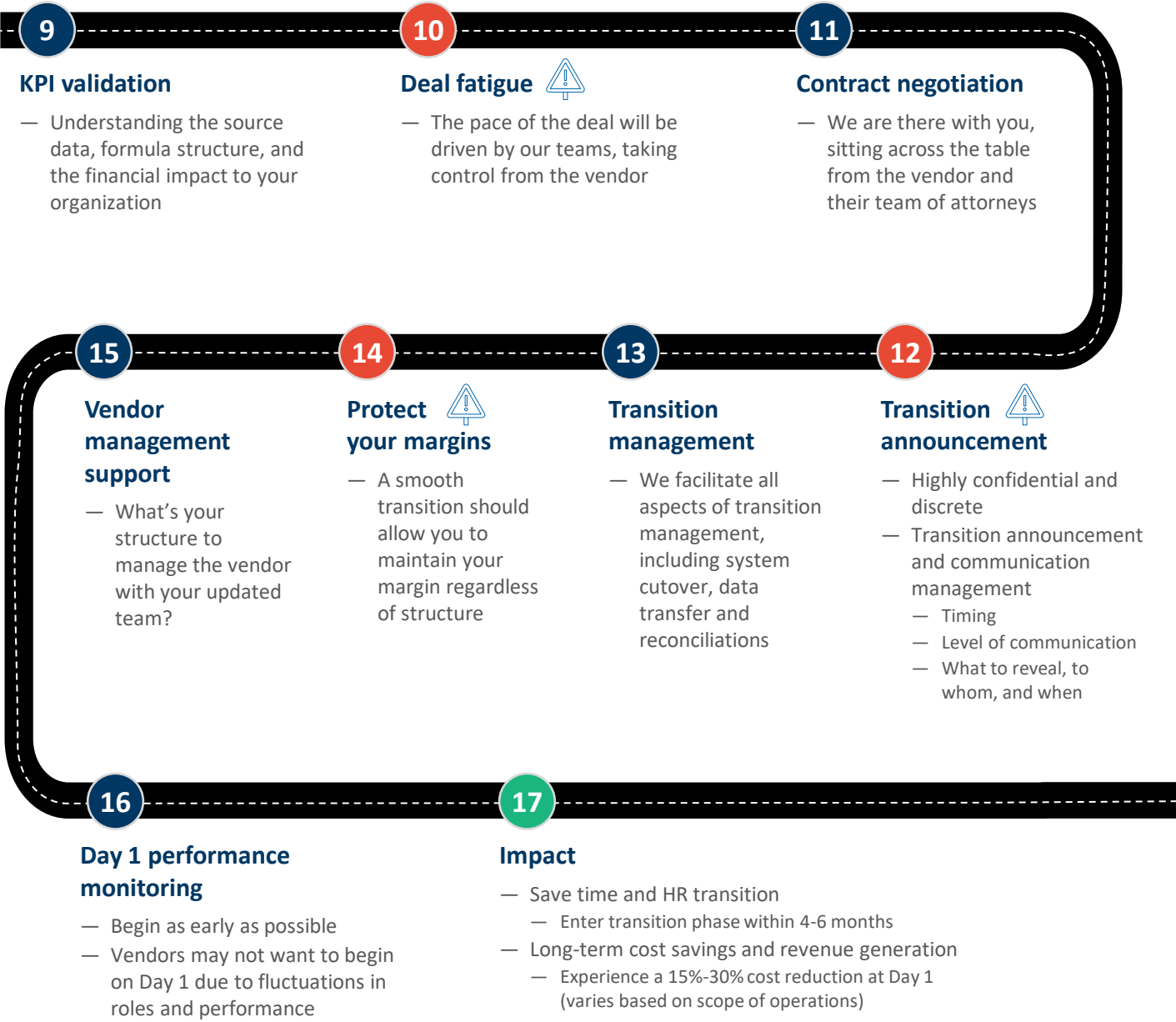
- Rate and KPI mix
- Obtain a deal structure that exceeds the market
- Focus on aspects that are most critical to you

8

Protect performance



- Outsourcing isn’t only for poorly performing shops
- Need to protect against performance cliffs: What’s your leverage? Contract termination rights, step-in rights, financial true-ups?



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