



## **Healthcare Firms Team to Provide ‘One-Stop’ Scheduling and Revenue Cycle Solutions**

*SCI Solutions and NCO Group Combine Technology with Call Center Services to Advance Patient Access Outsourcing in Healthcare*

Los Gatos, Calif. And Horsham, Pa.— January 18, 2011 – [SCI Solutions](#), the premier Access Management solution provider for healthcare, announced today it is providing its solutions to [NCO Group](#), Inc (“NCO”), a leading provider of business process outsourcing services, to enable NCO’s delivery of ‘One-Stop’ Scheduling and Revenue Cycle services to hospitals and health systems.

All of SCI’s offerings are being deployed for NCO’s service offerings. For outsourced scheduling services, NCO will utilize SCI’s rules-based scheduling engine, Schedule Maximizer®. The robust, intelligent rules engine – the industry’s most advanced and flexible – ensures that NCO’s call center agents will always schedule in accordance with the customer’s facility, clinical, and financial requirements.

In addition, Revenue Accelerator®, for managing front-end workflow, financial clearance, and pre-registration, as well as Order Facilitator®, SCI’s patented online order communications solution for community physicians, will provide the infrastructure for NCO’s pre-registration and order management services.

According to John Holton, SCI’s President and CEO, “NCO’s service offerings are solving a hot-topic in healthcare—the efficient management of patient access, diagnostic authorization, electronic orders and financial clearance.” He continued, “We’re pleased to be building on our long-standing relationship with NCO’s recently-acquired [Health Blueprints](#) to enable their industry-leading move into comprehensive, outsourced patient access services.”

“SCI Solutions is a key component in our outsourced revenue cycle service offerings,” commented Karen Donohue, NCO’s Vice President of Patient Access Services. She continued, “From Health Blueprints’ experience in patient access consulting and NCO’s long history of revenue cycle services to hospitals, we knew that our technology needed to be expert, flexible, and open, in order to deliver the efficient, high-quality services that fit with our customers’ various workflows and legacy systems.”

NCO will be presenting a webinar case study (“Centralizing Patient Access Services”), along with a mutual medical center customer of SCI and NCO, on Thursday, January 20, at 1 PM EST. This webinar is sponsored by SCI Solutions in conjunction with the National Association of Healthcare Access Management (NAHAM). To register for the complimentary webinar, visit <http://www.scisolutions.com>.

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### **About SCI Solutions**

SCI Solutions is transforming healthcare [Access Management](#) with products and services that facilitate the efficient and secure exchange of clinical and financial information between patients, physicians and healthcare facilities. SCI provides a variety of applications and self-service portals that help physicians and patients interact easily and at their convenience for many of their access-related needs. From a hospital's clinical departments, to its financial executives, to its physicians, SCI improves their effectiveness while making the patient's service experience first class.

Founded in 1999, SCI Solutions is headquartered in Los Gatos, Calif. with additional offices in Tucson, Ariz., Pensacola, Fla. and employees throughout the United States. For more information about SCI Solutions, visit [www.scisolutions.com](http://www.scisolutions.com).

### **About NCO Group**

NCO Group, Inc. ([www.ncogroup.com](http://www.ncogroup.com)) is a leading global provider of business process outsourcing (BPO) services, primarily focused on accounts receivable management and customer relationship management solutions. NCO provides services through over 100 offices throughout North America, Asia, Europe and Australia.

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