



# **bServed**

*utilization management  
& care coordination*

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**Maximum Efficiency**

**Better Patient Care**

**Accelerated Cost Savings**

# What Makes bServed Unique?



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# Our Services

- **24/7 Real-time Emergency Department (ED) Utilization Review**
- **Post Stabilization Processing**
- **Inpatient Medical Necessity Review with Payor Authorization Secured**
- **Care Coordination and Discharge Planning**
- **Concurrent and Retrospective Denial Recovery**
- **Executive and Case Management Consulting Included**
- **Clinical Documentation Improvement**



hospitals working with bServed see a **15-20%**  
improvement rate in admissions

Denials prevention and recovery programs  
have resulted in a **20- 40%+** improvement

**Reduced Length Of Stay by 1 day.**

1

2

3

What specific metrics  
prove bServed's  
superiority in UM  
performance?



# How does bServed's process reduce hospital costs and improve revenue compared to competitors?

- Timely and more accurate UM reviews, 24/7 with confirmed payor authorization
- Denial prevention stops revenue leakage and the administrative burden to try and overturn denials
- Data-driven reporting lets administrators see a clear picture patient throughput, physician performance, patient care delays and their financial impact



## Continued...

- Realtime post-stabilization processing in ED which prevents avoidable transfers to other hospitals
- Reduced Length Of Stay by 1 day. Hospital case managers can focus on discharge planning
- Daily Dashboard prepared for multidisciplinary rounds with clinical and care coordination information for every patient



# SUCCESS STORIES

## THAT ILLUSTRATE BSERVED'S IMPACT

### 0.5 - 1 LENGTH OF STAY REDUCTION

Many of our hospitals have **reduced length of stay**, leading to higher patient throughput and better reimbursement.

### 40% DENIAL REDUCTION

A mid-sized hospital **reduced denials** after implementing bServed's tailored UM and Denials Management Program.



# About Our UM Specialists & Leadership





# CREDENTIALS, EXPERIENCE, OR QUALIFICATIONS

SET bSERVED SPECIALISTS APART  
FROM COMPETITORS' TEAMS?

1

Every specialist is vetted for deep clinical experience, regulatory knowledge, and case management expertise.

2

Board-certified physicians and UM nurses with extensive hospital operations lead the team.

3

Specialized training in payer policies, CMS guidelines, and commercial insurer rules ensures expertise in all review types



## How does bServed's leadership background in hospital operations translate into better UM performance?

Led by seasoned hospital executives who have managed **Case Management, Revenue Cycle, and Quality departments**, bServed understands the **operational pain points hospitals face**—and how to fix them.

Unlike traditional UM vendors, bServed doesn't just process cases—it **aligns UM strategy with hospital financial and quality goals**.



# What makes bServed's team the leading choice for UM optimization?

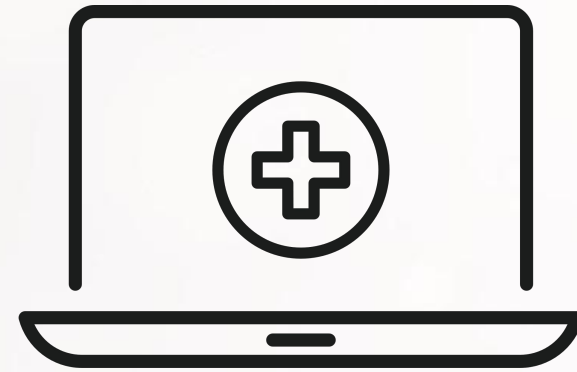
- Unlike fragmented solutions, **bServed offers a comprehensive, full-scope approach** backed by specialists with real-world hospital experience.
- **Seamless integration with hospital teams**, including Case Management, CDI, and Revenue Cycle teams, ensures optimized processes and superior outcomes.
- **Continuous training and rigorous quality oversight** drive exceptional performance and ensure alignment with industry best practices.



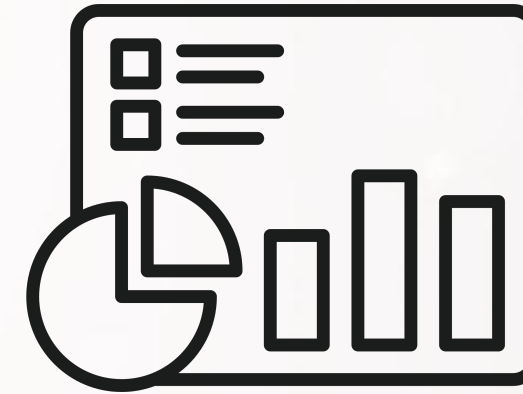
# Services & Integration



What unique technologies or processes does bServed use for EMR integration and real-time decision-making?



- Seamless EMR integration



- Advanced reporting dashboards



- Denials trend analysis



# How does bServed's training program ensure ongoing excellence in hospital UM teams?

- **Custom-built training modules** tailored to each hospital's **payer mix, documentation gaps, and UM needs.**
- **Quarterly refresher training sessions** keep staff up to date on **payer rule changes and best practices.**
- **Direct case review feedback loops** between bServed specialists and hospital teams drive **continuous process improvement.**



# Are there any compliance or regulatory advantages to using bServed over competitors?

- bServed is built around **strict adherence to CMS** guidelines and payer policies
- **Regular audits** and compliance reviews
- **Specialized** in Medicare Advantage, Medicaid, and commercial insurance guidelines
- **Post stabilization** guidelines for Out of Network Patients



# About the Client Experience





# What pain points do hospitals typically face when working with large UM vendors that bServed solves?

Lack of personalized service

bServed assigns **dedicated teams to each hospital** for a more tailored experience.

Slow turnaround times

bServed's streamlined process ensures **real-time UM decisions and faster approvals.**

Opaque reporting and lack of insights

bServed provides **full data transparency** and actionable reporting.



How does bServed ensure a better client experience, responsiveness, and data transparency?

**1**

**Dedicated account managers**

**2**

**24/7 access to data and reporting dashboards**

**3**

**Regular strategy meetings**



# WHAT'S THE BIGGEST “AHA!” MOMENT CLIENTS EXPERIENCE WHEN THEY SWITCH TO BSERVED?

**Seeing denials decrease almost immediately** due to better documentation and proactive UM strategies.

**Faster approvals and reimbursements** due to real-time collaboration between bServed, payers and hospital teams.

**Improved case mix index (CMI)** and revenue capture due to more accurate coding and documentation.

**Optimized Level of Care** due to continual concurrent reviews being performed



# FINAL TAKEAWAY:

## WHY BSERVED WINS OVER THE COMPETITION

Unlike big-box vendors that treat UM as a transactional process, bServed integrates fully into hospital operations to drive real results.

Our high-performance specialists deliver faster approvals, stronger documentation, better denial prevention, improved patient access, and measurable financial improvements.

We don't just process cases—we optimize your entire UM, UR, RCM, EMR, and training strategy for long-term success.



# THANK YOU

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