



SOLUTION OVERVIEW

# Sutherland Provider Practice

Sutherland’s tailored solutions empower healthcare professionals to deliver better patient outcomes by leveraging our domain expertise and advanced technology to deliver measurable outcomes.

Sutherland Healthcare's Provider Services delivers a robust suite of solutions tailored to meet the complex needs of healthcare providers. From managing the Full Business Office and optimizing Revenue Cycle Management to ensuring accurate and efficient Medical Coding, Sutherland supports providers in enhancing operational efficiency and financial performance. With specialized services in Application Implementation & Support, Integration Services, and Infrastructure Services, Sutherland enables seamless technology adoption and system interoperability, empowering healthcare organizations to focus on delivering quality patient care while streamlining their administrative and technological processes.

1.3M+	8M+
Providers Credentialed	Providers Records Cleaned
5500+	28M+
Healthcare Professionals	Patient Visits Billed
\$3B	15M+
RCM Collections	EDI Messages Using e-hub



# Industry leading BPaaS Solutions & Initiatives

A One Office approach that blends process led design and solutions with a human touch



## End to End BPaaS

- Core Billing platform
- End to End RCM Services

## Shared Services BaaS

- Provider Enrollment
- Transaction processing
- Customer Service

## Point Solution BPaaS

- Patient Access
- AR follow and Denials
- Self Pay

## Digital BPaaS

- Automation as a Service
- Analytics as a Service

## Key Business Drivers for Outsourcing RCM Processes

Importance of Payment Cycle



Competencies & Scalability



Digital Front Door



Changing Regulations



Evolving Medical Coding



### Unlocking Digital Performance. Delivering Measurable Results.

At Sutherland, we are a leading global business and digital transformation partner. We work with iconic brands worldwide in Healthcare, Insurance, Banking & Financial Services, Communications, Media & Entertainment, Technology, Travel & Hospitality, Logistics, Retail, Energy & Utilities industries. We bring our clients a unique value proposition through market-leading technology and business process excellence. Leveraging our advanced products and platforms, we drive digital transformation, optimize critical business operations, reinvent experiences, and pioneer new solutions, all provided through a seamless "as a service" model. For each company, we tailor proven and rapid formulas to fit their unique DNA. We bring together human expertise and artificial intelligence. In short, we do digital chemistry. It unlocks new possibilities, great client partnerships, and transformative outcomes.

