



KGiSL offers efficient and high quality support services to physicians of various specialties that generate consistent financial performance and provide useful management reporting.

KGiSL is a part of the \$750 million flagship KG Group of Companies. Founded in the year 1994, KGiSL's corporate mission embodied in the words "to make our clients and our people excel in what they do" has been the watchword ever since its inception. So much so that the company motto, "We Make IT Happen" is a direct reflection of this mission. The two main business units of KGiSL are:

**1. Business Support Services (BSS)**

KGiSL BSS division is committed to providing complete and comprehensive business support services, physician support services, customer relationship management, recruitment process support & back-office solutions with a perfect combination of world-class infrastructure and intellectual strength.

**2. Global Software Services (GSS)**

KGiSL GSS division develops and supports software requirements for insurance, banking, financial institutions, capital markets and service based industries. Our clientele is spread across SMEs to Fortune 500 companies across the globe.

KGiSL has a growing global presence with more than 2000 employees and operates in Coimbatore (India), Bangalore (India), Mumbai (India), Malaysia, Thailand, Singapore, Belize and Oregon (US).





## Quality virtual support services for private medical practices

### It's time to grow your practice

Private medical practices today need to operate like an effective business in order to grow. With the stress from too many administrative tasks, too many hours at work, pressure to market the practice and network for referrals, Affordable Care Act, inability to keep up with research, new competition, and so much more... *it's easy to understand why.*

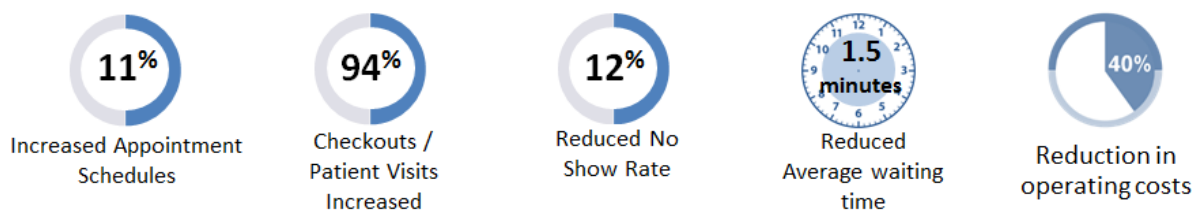
<h3>Front-Office Support</h3>  <ul style="list-style-type: none"> <li>• Appointment Scheduling</li> <li>• Live Chat Support</li> <li>• Data Management &amp; Reporting</li> </ul>	<p>With KGI SL supporting both ends of your practice (<i>the business processes</i>) you'll have more time to see patients and more patients to see!</p>	<h3>Back-Office Support</h3>  <ul style="list-style-type: none"> <li>• Medical Billing</li> <li>• Data Management &amp; Reporting</li> <li>• General Back-office support</li> </ul>
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## PHYSICIAN SCHEDULING

Our virtual assistance services offers the private medical practice a turnkey solution that will ensure it runs like an efficient business allowing for greater revenue and growth. With comprehensive professional, yet cost-effective support, our clients find they have more time to serve patients, more appointments, more checkouts, increased revenue, improved profitability, lower stress, and better professional relationships.






Our virtual team is fully trained and certified in ensuring a smooth hand-off resulting in a seamless operation. The team is available every minute of your operating day to answer the phone, drive and schedule appointments.

### Success Story: Private Practice



## CHAT SUPPORT

Chat features have dramatically increased in the patient care realm. KGI SL Chat Support Services improves patient service levels and retention rates while increasing patient satisfaction and access to your organization. Chat Service primarily focuses on helping client's

Handled more than <b>1 million</b> chats 	
 Improve First Contact Resolution (FCR) by <b>7-10%</b>	Chats to Appointments <b>50%</b> 
 <b>24 x 7</b> Support in multiple-shifts	 Website visitors to Appointments <b>30%</b>

attain business objectives, patient care, scheduling appointments, maximizing profits and stay ahead of competition. Following are the key benefits that chat support delivers:

- Provides information and real time assistance, improving first interaction resolution and patient experience
- Engages your patients and visitors from anywhere, anytime in any device
- Helps avoid lengthy waiting times on phone lines and busy notifications
- Deflects frequently-asked-questions from high-cost channels such as phone and email
- Acquire new patients and offer services to existing patients
- Auto translation bridges language differences and barriers
- 100% conversation recording and storage
- Monitor archived chats, record feedback from customized post-chat surveys
- Real time Dashboard and MIS with Analytics driven approach to sales and service

### REVENUE CYCLE MANAGEMENT

KGiSL Revenue Cycle Management (RCM) Services take a proactive approach pursuing every penny owed and streamlining operational and financial processes in partnership with you for optimal financial performance. We track claims data, ensure accurate and timely claims submission, boost collection rates and optimize billing practices. Key highlights of our RCM services are:

- Reduced aging on accounts receivable, increased compliance and decreased cycle times
- Process claims without delays – even on the same day a medical service is given
- AHIMA / AAPC certified (CCS/CPC/COC) certified coders
- Adherence to coding quality standards - guaranteed!
- Accurate access to patient history, claims and services performed by the healthcare provider

Our revenue cycle management (RCM) services touch every practice function, from the front desk to the back office - to help manage physician’s revenue cycles from initial patient encounter to collection and beyond.

<i>Charge Capture</i>	<i>Claims Submission</i>	<i>Denial Management</i>
<i>Medical Coding</i>	<i>Payment Posting</i>	<i>Credentialing</i>
<i>Coding Audit Services</i>	<i>Credit Balance Resolution</i>	<i>Analytics</i>
<i>EOB Verification</i>	<i>A/R Management</i>	

### Success Story: Leading Healthcare Organization in United States



### OUR VALUE PROPOSITION

KGiSL offers high quality services to healthcare providers across all specialties

- Affordable and flexible pricing solutions
- Dedicated and reliable
- Process engineered and streamlined operations
- Excellent patient experience
- Customized and highly flexible

- Superior talent: Expertise and credentialed staff
- Goal oriented and results driven
- Quality controlled
- Extensive reporting

## TOOLS AND PLATFORMS



## KEY BENEFITS



**24 x 7** Real-time Support in Multiple-shifts



Analytics that Enable **BI** Driven Decisions



**Zero** Downtimes



Quality Assurance



**Offshore Team** Operates from KGiSL India Office



Quickly Scalable

