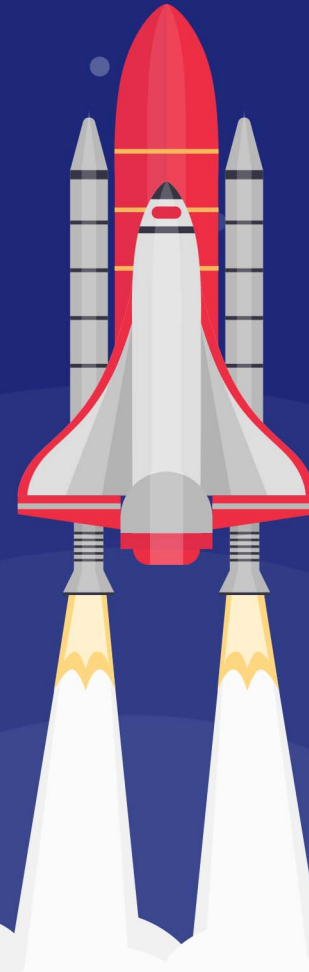


**FUSION BUSINESS SOLUTIONS**  
**HEALTHCARE BPO SERVICES**

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# INTRODUCTION

Fusion Business Solutions Private Limited (Formerly Fusion Outsourcing Software Private Limited) incepted in 2006.

Over a short period of time, Fusion has grown from a modest beginning in Udaipur to two full-fledged production facilities totaling to over 15000 square feet in the **IT park in Udaipur, India** and offices in the **USA** and the **UK**.

We provide gainful employment and remarkable opportunities to **300+ employees**. Fusion is one of the leading organizations in India in **business process management** and growing rapidly.

We have substantial footprints in the USA and the UK. Our clientele in North America and Europe have shown an encouraging growth trend in the past few years.



# OUR TEAM

We are a vibrant and enthusiastic team based in India and so we have a global footprint. We live and breath the core values that are the backbone of culture:

**Happiness, Innovation, Collaboration, Accountability, Transparency, Integrity**



**Madhukar Dubey**  
Founder & Managing  
Director



**Shweta Dubey**  
Director



**Kuldeep Bhatnagar**  
Assistant General  
Manager



**Chandra Shekhar Yadav**  
Assistant General  
Manager



**Shakti Singh Shekhawat**  
Senior Mangaer  
( Operations )



**Shekhar Dhabai**  
Senior Mangaer  
( Operations )



**Ojal Suthar**  
Project Manager  
( Technology )

**300+**

**Pool of  
Professionals**



# THE PROBLEM

The fundamental challenge faced by the healthcare industry is timely completion and delivery of solutions. By the word 'solution', we mean **administrative & clinical services** that are becoming a key to increasing healthcare productivity. With limitation of infrastructure and resources, it becomes troublesome in healthcare organizations to manage the support and administrative activities.

- ⚠ Is responding to patient's queries over email getting difficult?
- ⚠ Stuck with admin-intensive tasks for days and months?
- ⚠ In-house team cannot focus in patient care and core operations?
- ⚠ Looking to cut down overheads done in traditional employment?
- ⚠ Lack of expertise in performing the administrative & clerical functions?



# THE SOLUTION

Connect with a team of smart thinkers and problem solvers- **Virtual Assistants** or as we call them, **Virtual Ninjas**.

Fusion Business Solutions has been a remarkable **healthcare support** partner for many clients. The team to increase the efficiency by entering the missing data, reducing time to execute administrative tasks and eliminate the room for errors. Once connected with the team of experts, the productivity will experience an exponential increase in entries and deliverables.

The involvement of Fusion eliminated operational inefficiencies and delivered good results quickly. Our customized solutions assisted in efficient data entry into the database manually or through the creation of a portal, either ways.

Our **healthcare BPO services** are defined for all the custom needs to make sure that the deadline is met in the record time and is able to meet the client's expectations.



# OUR DIFFERENTIATOR

We put ourselves in your shoes and look at the things from your lens.

## **Dedicated Experts at your Service**

We have a team of dedicated virtual assistants, so no more settling with “Jack of all trades”! Your business needs passionate and accountable experts to run everything smoothly. And that is exactly why we are here to provide you.

## **Round-the-Clock-Service**

Be it dusk or dawn, Sunday or Saturday, Christmas or Easter; we work 24/7 with optimum workforce. We're your pair of hands that will keep working even while you are asleep. If you perform business overseas or deal with international clients, we're a perfect fit for you.

## **Listen and Remain Transparent**

We like listening to the clients and their needs. Getting clients is important for the business to survive. Having said it, we always suggest clients the best suited process and options. No worries if you are not able to put up your requirement, we will try to put all of them for you.

## **Accountability**

The offshore team that is handling your administrative and clerical tasks take the entire authority of the chores. As the business owner or executive, you can rest assured that the delegated tasks will take place at the right time.



### **Work under one Roof**

We are a team of 300+ employees working under the same roof. We meet each other daily and work as a team. When you work with our expert VA, it not only broadens the area of knowledge but also adds more skills and value to the business.

The speedy and high quality of work comes along with great security.

### **Overseas Advantage**

The advantage is we are based in India. If that sounds like a USP, then yes, we are proud of it. We are blessed with business-friendly economy and environment. It allows us to serve clients in a cost-effective way, hire skilled VAs, and pay them well.

We optimize the socioeconomic boon for improving work quality and team building.

### **Backup/Substitute Staff**

We provide backup staff if you hire our Virtual Assistants, they work exclusively for you. In the case where the person falls ill or quits the company, the backup VAs will be there to work with you. Thus, your work will never suffer.

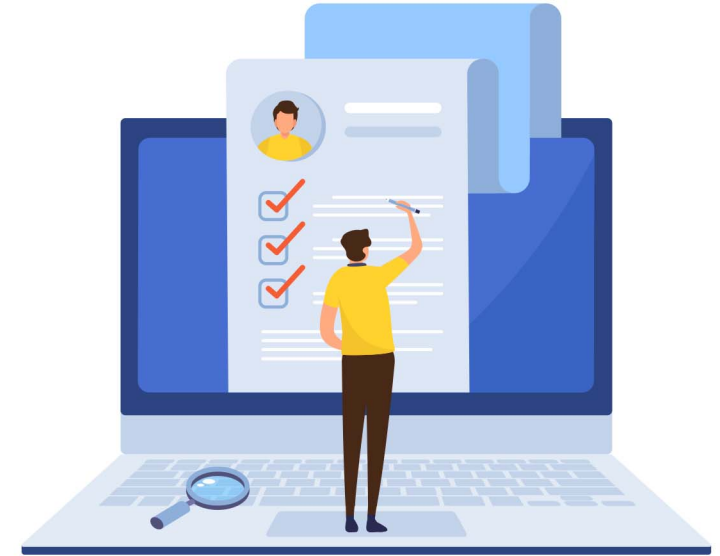
### **Confidentiality of Information**

The Virtual Assistants work under 24/7 CCTV camera surveillance and every system is monitored by the IT department. Moreover, the background inspection of our employees and signing of Non-Disclosure Agreement (NDAs) is the way we ensure that any leakage of information can lead to termination.



## Generating EODs

- Schedule assessment
- Data verification & validation
- Creating EOD structure
- Extending it to the right people



## Accounts Payable

- Checking policy & procedures
- Going through billing procedures
- Instruction on collection technique
- Dealing with third-party payers

# Production & Collection Report

- Setting objectives
- Collecting information
- Entering information
- Upgrading existing systems



## Entering Patient Refund in QB

- Assigning charges
- Analyzing the deductibles
- Entry of demographics
- Tracking cash inflow

## Dental Insurance Verification

- Document checking
- Verifying insurance coverage
- Follow-up to patient
- Final Submission



## Dental Claim Verification

- Submit and file the claim
- Conduct follow-up on claim
- Provide status on the claim
- Process denied claims & re-adjudicate

## Denials Management

- Receiving the files
- Analyzing EOB claims
- Investigating the claims
- Taking steps for dues recovery



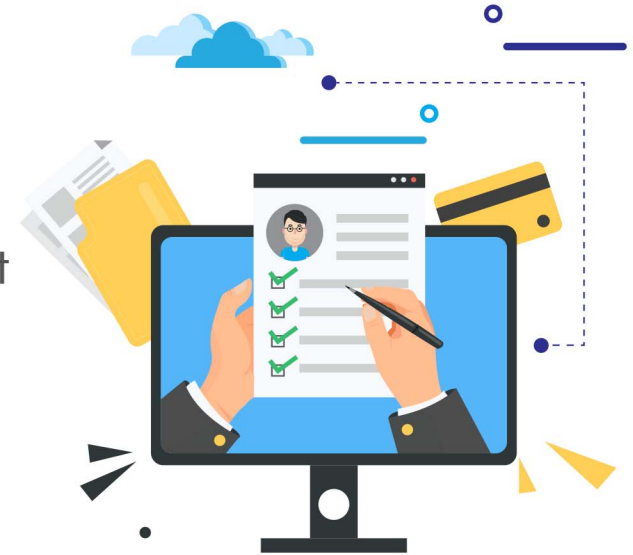
## Entering Fee Schedule in CRM

- Managing contacts
- Reporting to concerned people
- Handling calendars/reminders
- Converting to refined information



## Credit Card Receipts in QB

- Full & partial account reconciliation
- Reconciling bank records with credit card statement
- Reviewing amount deposited and cleared
- Improve cash flow, track unsettled payment & overdue payment



## W9 Status

- Downloading W-9 form
- Filling W-9 form
- Submitting the form
- Tracking the status

# CLIENT TESTIMONIAL



**“ Fusion understands what our objectives are, and they do an outstanding job of aligning their objectives with us. I don’t think it would have been possible to perform the entries and manage documents as we have and to grow simultaneously without the assistance of in-house team members. ”**

**“ I have used Fusion Business Solutions for various administrative and research projects. Excellent service, easy to work with and very punctual. ”**

**– Anthony Burgin**

# BUSINESS MODEL TO SUIT YOUR BUSINESS CONCEPT

We create, deliver and capture value for the clients with our distinguished business model. It's worth pointing out the way we will help you at each step to smooth running of the business.



## Three Days Free Trial

We provide an "Exclusive Free Trial" of three days to send you the insights of our work ethics and culture. During the three days trial there will be processes including training session, sharing of sample work, and fetching feedback of the work done. Having the real picture of the delivery process and work style, it makes a complete win-win scenario.



## Dedicated Staff

No matter the industry/service type, we provide a dedicated VA and a team to work on your business needs. The team encloses a group of experts trained as per the required skillsets. The accounts manager, VA, and explicit team members will work together, brainstorm, and boost your business.

## BUSINESS MODEL



## No Long-Term Contracts; Month to Month Basis

We love to set people free who work with us and thus, freeing up our clients is what we try to achieve every time. Therefore, we renew the contract every month to keep the working flexible and approachable.



## Customized Requirements

We provide a myriad of services covering various industries to fit your requirements. Also, you can extend your unique requirements and get the best possible help from our dynamic team members. The customized processes and reports are one thing that helps us stand out.



## Easy Communication

We believe in easy and smooth communication on work-related matters. Be it about giving instructions or free exchange of views, Skype or Google Hangouts or Line, we want you to feel comfortable and remain reachable for our clients. It will lead to saving of time and raise potential at hand.



# OUR PROCESS

## Conduct an Enquiry



Once you discover the need for a virtual assistant to perform operations, conduct an inquiry. It will help you understand the basic details of our offerings directly via email or call.

## Take it ahead with the Manager



After the inquiry, our operations manager will discuss the nitty-gritty of your tasks. Considering the requirements, the suitable services and pricing plan will be provided to you.

## Meet your dedicated Virtual Assistant



We will look for the suitable assistant who matches to your requirement and connect you the concerned. The assistant will have an educational background or work experience according to your requirements.

## Get Started



Now when you own all the information about the dedicated virtual assistant, the further task assigning can take place via email, chat, skype, task management portal, or in any other mode, you feel comfortable.



# PRICE PLANS

Part time



20 HOURS/WEEK

MONDAY TO FRIDAY

Full time



40 HOURS/WEEK

MONDAY TO FRIDAY

Hourly Plan

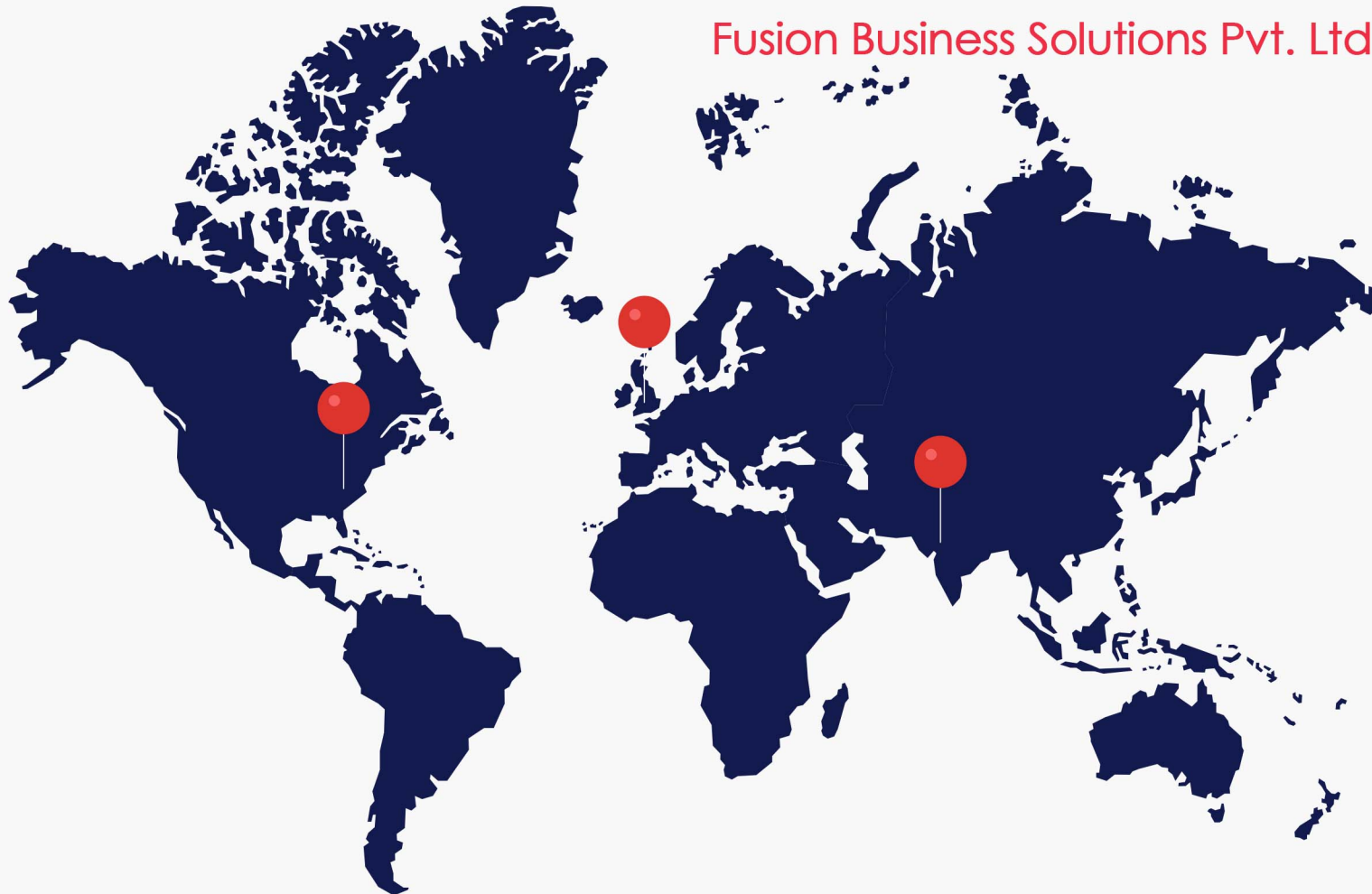





50 HOURS

TWO MONTHS

# CONTACT US

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