RCM SOLUTIONS

by SupportDDS

WHO WE ARE

- **SupportDDS is an outsourcing company that helps companies find the best virtual remote teams for their business.**
- **We enable business growth with an affordable and scalable approach to resource allocation and strategic planning whilst producing career opportunities for Zimbabweans and Costa Ricans.**
- **SupportDDS' outsourcing expertise helps improve organizations' performance and productivity by providing an all-encompassing virtual support team that empowers your local teams so they can excel.**

MISSION & CORE VALUES

“Transforming the Lives of Our Team Members while making a Global Impact for the Kingdom.”

- FAITHFULNESS
- INSPIRATIONAL
- GENEROSITY
- EXCELLENCE
- RESILIENCE

ABOUT US

University-Educated Team Members

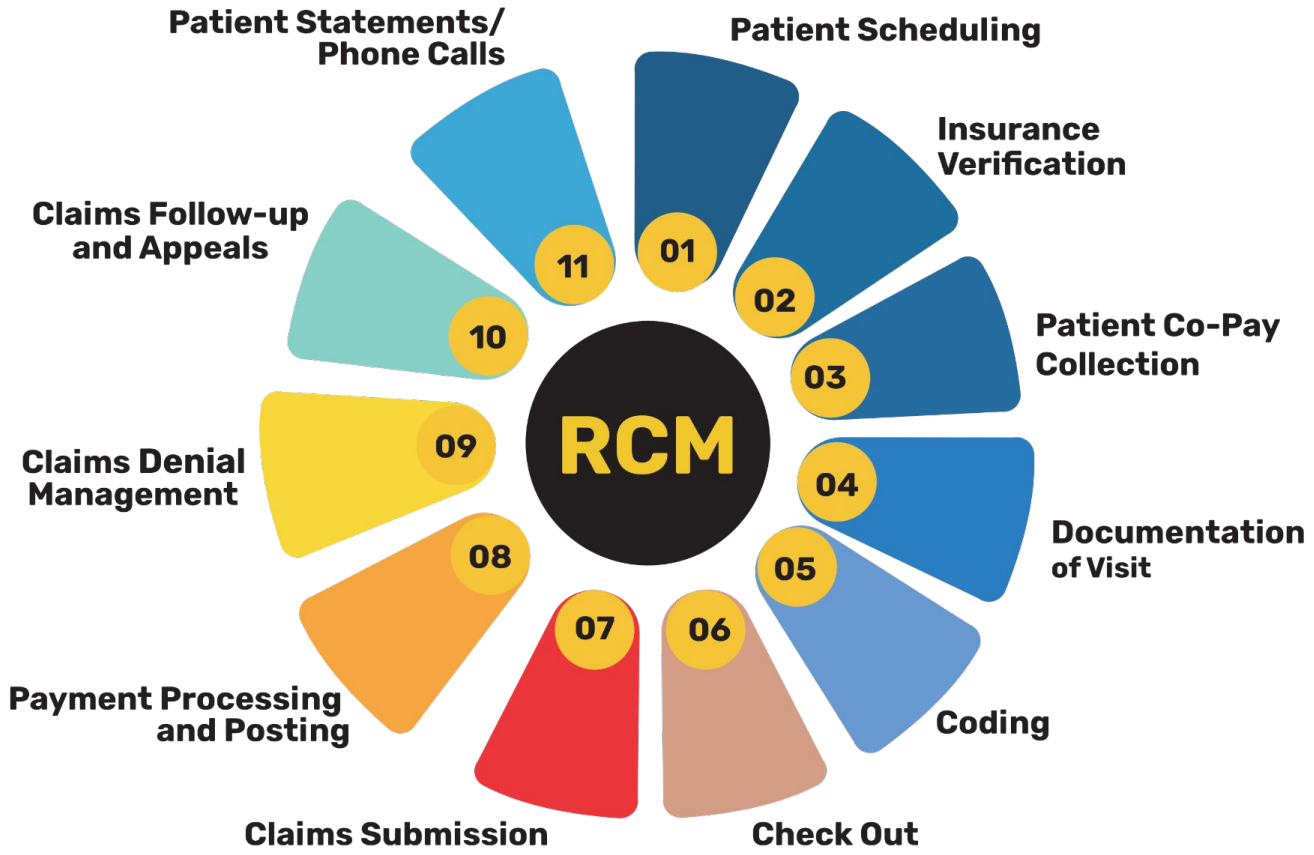
Dedicated Team Members align with your time zone

Team Members speak the “Queen’s English”

No long-term contracts

No work from home

WE SUPPORT ALL RCM PILLARS



WHY OUTSOURCE RCM?

- **Scalability**
- **Expertise**
- **Technology**
- **Cost-efficiency**
- **Standardization in Operations**
- **Focus on Patient Care**

BENEFITS OF USING US

INCREASED REVENUE

REDUCED ADMINISTRATIVE BURDEN

ENHANCED COMPLIANCE

STRATEGIC GROWTH

- **We provide Workstations, PC infrastructure, IT Support and Cybersecurity.**
- **HR, Finance and Account Managers who liaise between you and your team member.**
- **We offer employee benefits, private transportation, and healthcare insurance to our team members.**
- **A well supported team member is a productive member of your business- we offer spiritual, emotional and counselling support through our Workplace Wellness/Pastoral Care department.**
- **All provided at a flat monthly fee.**

OUR LOCATIONS & FACILITIES

- **We have two centers. Our primary center in downtown Zimbabwe and our Spanish/bilingual center in Costa Rica.**

- **Zimbabwe has over two million university educated men and women who are motivated to provide for their families.**

- **The World Economic Forum* calls the Costa Rican workforce the best human capital resource in Latin America due to its highly educated workforce.**

Source: WEF Global Competitiveness Report

PRICING

Scale your RCM Team

We provide qualified/trained teams to supplement your team. "Your systems, Your Way."

Hybrid RCM Team

Merge your team with the best of our trained and dedicated remote teams

End-To-End RCM Solution

Trained and dedicated teams with high knowledge of SOPs

SERVICES START AT $2,125 PER MONTH

Includes oversight by our RCM Director in USA, Auditing, Site Manager, customized reporting.
****Complete solution for trained and certified teams.***

OUR PROCESS

1. **Schedule a Discovery Call**
2. **Interview team members**
3. **Select Candidate**
4. **Sign Documentation**
5. **Onboarding and IT Integration**
6. **Go!**

Process takes as little as 5-7 business days.

WHY SUPPORTDDS

- **“Transforming the Lives of Our Team Members while making a Global Impact for the Kingdom.”**

- **We believe in Our Three Wins**

A WIN for our clients who benefit from increased efficiency and reduced operational costs.

A WIN for our team members who gain employment and benefits that empower them to provide for themselves and their families.

A WIN for the ministries we support around the world as we donate 51% of profits.

LET'S GET STARTED

- **50 – 70% lower payroll costs**
- **Dedicated, dependable and University-educated team members**
- **HIPAA certified**
- **High level cyber-security**
- **Flat monthly fee**
- **No long term contracts**

SupportDDS.com/RCM