



# Client challenged with increased AR days due to lack of resources significantly increases revenue and resolves 90% of inventory with small balance recovery partnership.

## CLIENT STATS:

28-hospital, multi-state system

Acute care provider

5,627 beds

Partner since 2001

## CHALLENGES:

Client experienced increased AR days due to the lack of resources and budget to handle small-balance accounts. Accounts <\$2k were not followed up after initial billing.

## CONTRIBUTING FACTORS:

The high volume of accounts precluded the ability or time to conduct in-depth analysis to delineate payer issues, reimbursement delays and denial reasons.

## IMPACT:

- Collectible revenue being lost due to timely filing, underpayments and no payments on accounts
- Growing AR >90 days and frustrated staff

## SOLUTIONS:

AR Work Down partnership deployed February 2020 (<\$2,500 referred 120-180 days after initial billing date)

## APPROACH:

- Enabled an effective work down of inventory by operating within our partner's collection management system—improving system rules, optimizing workflows, and increasing productivity
- Deployed a denials team to identify payer issues
- In-depth reviews of remittance advice

## VALUE:

- Identified a coding error with a major national carrier that eliminated non-reimbursed services
- Delineated non-payments and other payment variances to optimize work queues
- Client leveraged our expert guidance to reduce denials and collect faster reimbursement on state Medicaid claims by addressing registration issues



**\$4.5M**  
in collections on aged  
small balance accounts

**33%**  
liquidity rate is 33% greater than  
the industry standard

**90%**  
resolution of inventory