



# Client seeks partnership to integrate back-end revenue cycle, creating streamlined, best practice recovery processes.

### CLIENT STATS:

Southern 12-hospital system  
571 beds  
Partner since 2013

### CHALLENGES:

Declining revenue and poor patient satisfaction led our client to pursue a new vendor who could bolster management, provide expertise over the entire patient responsibility inventory and seamlessly facilitate account transfer from active AR to self-pay and then onto their bad debt vendor.

### CONTRIBUTING FACTORS:

- Inadequate reporting
- Poor patient communications
- Inconsistent delivery of statements
- Previous underperforming vendor

### IMPACT:

- Declining revenue
- Poor patient satisfaction
- Demoralized customer service staff

### SOLUTIONS:

Self-Pay Services deployed August 2020

### APPROACH:

- Assigned dedicated management team
- Developed a call center with staff trained to effectively address patient questions and issues
- Partnered with a vendor to create patient-friendly, bilingual statements delivered at a consistent cadence
- Implemented a 24/7 patient portal enhanced with robust e-commerce capabilities for account review, messages, and payments

### VALUE:

- A trusted partner providing transparency into self-pay portfolio and accountable for achieving performance goals
- Seamless file transfer
- Increased cash recoveries
- Improved patient satisfaction

8 mos.

identified insurance coverage of accounts, classified as self-pay and collected \$2.1m on the inventory

\$3.8M

collected in 8 months in a non-expanded state during the height of COVID-19

97%

of balances collected for accounts with primary insurance

