



Client's cash collections increase across all service areas during the COVID-19 pandemic by partnering to strategically augment AR staff.

CLIENT STATS:

2-hospital system in Southwest
Acute, safety net provider
323 beds
Partner since 2005

CHALLENGES:

The client was suffering a revenue decline and a growing volume of at-risk patients. The pandemic had eroded high-revenue surgical services, but continued high-cost, high resource medical services.

CONTRIBUTING FACTORS AND IMPACT:

Staffing shortages and workplace challenges as a result of COVID-19 contributed to a growth in AR, which led to increased untimely filing, denials and underpaid accounts.

SOLUTIONS:

- AR Services
- Denials Management
- Payment Variance Services
 - Underpayment and discount compliance
 - Reassignment or transfer of the diagnosis-related group
 - Stop-loss and contract discrepancy

APPROACH:

- Nimble moved billing operations offsite during COVID-19 pandemic
- Augmented existing staff with a pool of experts—not only maintaining, but improving levels of service
- Aligned accounts to appropriate teams for timely and expert resolution
- Established monthly partnership reviews to discuss status of high dollar accounts
- Conducted monthly meetings with payers to resolve claim denials, delayed payments and contract discrepancies

VALUE:

- Increase in cash collections in all service areas
- Valuable insight into payer issues and payment delays
- Process optimization

Cash collections increased in all service areas during the COVID-19 pandemic.

▲ 156%
AR: \$13.6M with
75% resolution rate

▲ 46%
Denials: \$4.1M with
54% overturned denial rate

▲ 81%
Payment Variance: \$1.2M

