

Know how.

Academic medical center **eliminates costs, drives revenue, and optimizes EHR technology** through data analytics



CLIENT STATS

University affiliated medical center in the Northwest

330 beds

\$700M+ NPR

SCOPE

Self-pay
Optimization

⊗ CHALLENGES

With growing self-pay inventory, increased days to pay, and a decrease in payment volume and amount despite census stability, an academic medical center sought a partner with known analytic data expertise to validate the propensity-to-pay scoring provided by their vendor.

CONTRIBUTING FACTORS

The client's self-pay workflow had been based on the propensity-to-pay scoring that the vendor has provided. The score automated the frequency and duration of self-pay follow-up statements and also determined the statement messaging regarding payment options and available assistance.

Concerned that scores did not accurately align with the activity efforts and expected payment levels, the client sought an independent verification of the methodology and efficacy of the vendor's scoring.

✓ SOLUTION

- A comprehensive analysis revealed vendor scores inaccurately determined likelihood of payment and were misaligned with appropriate follow-up activities.
- Savista optimized the likelihood of payment determination scoring capabilities embedded in EHR, the client's patient accounting system.
- The EHR system had the historical data and a robust sample size to set accurate scoring levels and allowed Savista to align the follow-up strategy.
- Recommended statement logic with 6-month comparative analysis follow-up.
 - Example: Accounts with scores 1 & 2 (unlikely to pay) were sent details regarding payment plan options at day 60; accounts with higher scores received payment plan information at day 90.

💰 VALUE

- \$90k estimated annual savings with eliminated vendor fees
- Increase in payment volume and amount
- Decrease in days to pay
- Optimization of existing technology
- Confirmation of EHR scoring accuracy
- Validation that accurate scoring and targeted statement language improves cash receipts
- Sustainable optimization that drives effective and efficient use of staffing resources

IMPROVED PERFORMANCE

Payment in full receipts

▲ 40%

Score 1: Unlikely to pay

▲ 23%

Score 2: Low probability of payment

▲ 11%

Score 3: Possibility of payment

Decrease in days to pay

▼ 4 days

for payments in full

▼ 20 days

for partial payments