

# Small balance recovery partnership resolves 90% of inventory and significantly increases revenue.

## Challenge

A **5,500-bed, multi-state system with \$6.7B NPR** experienced growing AR days and frustrated staff due to high account volume that restricted their ability to analyze payer issues, reimbursement delays and denial reasons. A lack of resources and budget for small-balances led to accounts <\$2,000 not being worked after billing. Combined, these factors resulted in lost revenue due to timely filing, underpayments and nonpayment.

## Solution

A small balance AR work down partnership focused on accounts <\$2,500. Inventory was efficiently worked down by improving workflows and operating within the client's collection management system. Savista conducted in-depth review of remittance advices to delineate underpayments, non-payments and other variances. A denials team was deployed and uncovered a coding error with a major carrier that eliminated non-reimbursed services. We also provided recommendations for registration issues causing denied Medicaid claims and slowing collection time.

For more in-depth information about AR Management Services and all our Revenue Cycle Management solutions, please visit [SavistaRCM.com](http://SavistaRCM.com)



## Results

Improved productivity

**\$4.5M in collections**

on aged small balance accounts

Liquidity rate

**33% higher than industry standard**

**90% resolution of inventory**

## About Savista

Over 30 years of Revenue Cycle Management Experience

More than 300 clients across 770+ facilities

Workforce with an average 7.5 years experience, and 20+ certifications including Epic

