

Nationally recognized academic medical center sees 35% improvement in denial write-offs with outsourcing.

Challenge

A physicians' group for an **885-bed, \$2.5B NPR academic medical center** experienced a growing patient liability population resulting in a rise in uncompensated care, denial write-offs and AR days. The client suffered from inadequate team to leadership communication, training gaps, lack of productivity goals and limited resources to address denials.

Solution

- 1 Leadership teams were streamlined and decision making was transferred upstream for appropriate buy in and improved feedback loops. Back-end processes were then optimized allowing managers visibility into cross-functional improvements.
- 2 Workflows and account assignments were refined with defined productivity goals.

For more in-depth information about AR Management Outsource Services and all our Revenue Cycle Management solutions, please visit SavistaRCM.com



Results

Recognition of denial trends provided valuable data and subsequent recommendation for revenue opportunities.

Improved communication facilitated the flow of findings in a timely manner.

Combined improvements led to out performance of other professional billing vendors within the system.

✓ **35%**
improvement in denial write-offs

▼ **33%**
decrease in PBAR days

▼ **35%**
decrease in initial denials

▼ **56%**
decrease in time to bill

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

