

Client increases cash collections during height of the pandemic with strategic AR support.

Challenge

An **acute, safety net system of 323 beds and \$532M NPR** was experiencing 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.

Staffing shortages and workplace challenges due to COVID-19 contributed to a growth in AR, which led to increased untimely filing, denials and under-paid accounts.

Solution

1

Supported existing client staff with a pool of experts and moved billing operations off-site during the pandemic.

2

Aligned accounts to appropriate teams for timely appropriate teams for timely and expert resolution.

3

Established monthly internal meetings to discuss high dollar accounts and payer meetings to resolve denials, delayed payments and contract discrepancies.

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



Results

Increased cash collections.

Valuable insight into payer issues and payment delays.

▲ **156%**

increased AR collections

▲ **46%**

increased Denial recoveries

▲ **81%**

increased Payment variance recoveries

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