

Revenue cycle optimization improves net revenue through sustainable improvements.

Challenge

Decreased revenue and increased denials were a problem for this west coast **acute care provider with 350+ beds and \$1.1B NPR**. Contributing to the reduced cash flow were authorization backlogs, billing inconsistencies and inferior workflow prioritization and governance. Critical performance gaps were evident, and ancillary expertise was needed to clarify opportunities and implement change that would improve net revenue and accelerate cash collections.

Solution

- 1 **An assessment showed deficiencies in:**
 - Process standardization
 - Visibility and confidence in metrics
 - Accountability
 - Inconsistent account management
 - Billing delays
- 2 **Savista defined productivity metrics**, KPIs and outlined 25+ new policies and procedures to prevent denials and review unbilled accounts. Automation of 10 daily-use dashboards allowed greater visibility into performance.

“What is the most important is sustainability. The [Savista] team engaged with my staff and were educators on how revenue cycle works and how to correct errors. The proof is in the decline of our DNFB accounts, increase in authorization rates, and decrease in initial denials.”

- Client Director

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



Results

Staff productivity and effectiveness improved.

Increased visibility into metrics, and a unified focus on cash acceleration initiatives.

▲ **48%**

increase in cash collections >365 days

▼ **81%**

reduction in average daily claims on hold

\$75.4M

collected in one month

\$24M

in denial recoveries

9+ day

improvement in days out authorizations

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