

Provider eliminates cost, drives revenue, and optimizes Epic technology through data analytics.

Challenge

An academic medical center of **330 beds and \$700M+ NPR** experienced growing self-pay inventory, increased days to pay, and decreased payment volume and amount despite census stability. They sought validation of the methodology and efficacy of propensity-to-pay scoring provided by their vendor on which they based their self-pay work flow. The score automated the frequency, duration and messaging of follow-up statements and there was concern that scores did not accurately align with the activity efforts and expected payment levels.

Solution

Savista's analysis revealed the vendor's scores inaccurately determined likelihood of payment and were misaligned with follow-up activities. Savista optimized the likelihood of payment scoring capabilities embedded within Epic. With the system's historical data and robust sample size, it allowed accurate scoring levels to be established. It also aligned the follow-up strategy to the recommended statement logic and 6-month comparative follow-up.

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



Results

Optimization of Epic provided the client with accurate scoring and targeted statement language.

Cash receipts improved, payment volume and amount increased, days to pay decreased.

Client saved approximately \$90k annually in vendor fees.

Accounts that scored **unlikely to pay** saw

▲ 40%
increase of payment in full

Accounts that scored low **probability of payment** saw

▲ 23%
increase of payment in full

Accounts that scored **possibility of payment** saw

▲ 11%
increase of payment full

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

