

Back-end integration creates streamlined, best practice recovery processes.

Challenge

Poor patient communication and inconsistent statement delivery at this **571-bed system** led to declining revenue, poor patient satisfaction and demoralized customer service staff. They needed expertise to oversee the entire patient responsibility inventory, improve performance visibility and seamlessly facilitate account transfer from active AR to self-pay and on to the bad debt vendor.

Solution

1

A dedicated management team was assigned to lead development of a call center staffed with trained account resolution specialists.

2

Savista partnered with a vendor to create patient-friendly, bilingual statements delivered at a consistent cadence along with a patient portal enhanced with robust e-commerce capabilities for account review, messages, and payments.

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



Results

Seamless file transfer, performance accountability and transparency of their self-pay portfolio has provided the client increased cash recoveries and improved patient satisfaction.

\$2.1M identified

on insurance accounts incorrectly flagged as self-pay

\$3.8M collected in 8 months

during the height of COVID-19

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

