

Optimization eliminates redundancy and improves performance.

Challenge

A high functioning patient accounting system (PAS) drives revenue by producing accurate bills that are paid promptly. It promotes accurate registrations, streamlines bill submission, upholds compliance mandates, and supports a provider's financial stability. When your PAS capabilities are not maximized, too often there exists a redundancy of tasks, a higher than necessary use of human resources, heightened cost-to-collect, delay in payments and dissatisfied customers. Few healthcare systems can ignore the price of an underutilized PAS.

Plagued by a large volume of accounts and a lack of automation for processing files, a 3-hospital safety net health system had critical lags in converting patients to Medicaid. Staff were overwhelmed by the backlog of accounts needing manual intervention and patients were dissatisfied by the unnecessary long wait to obtain Medicaid coverage. Anticipated cash flow was unrealized, and patients had delayed access to essential Medicaid programs adversely affecting their health and well-being.

Solution

Knowing Savista provides services by utilizing the clients existing technology, and relying on Savista's PAS expertise, the client charged them to identify problems and provide actionable recommendations to improve PAS functionality. The goal was to alleviate the manual processes stalling their staff.

The Savista team uncovered and utilized inherent capabilities in their existing PAS that unleashed new functionality, initiated operational efficiencies, and created strategic workflows.

For more in-depth information about Savista Revenue Cycle Management solutions, please visit Savistarcm.com



Results

“Savista was able to provide us with solid recommendations which contributed to a smooth implementation and seamless transition to our new workflow. I was impressed with their knowledge from an operational and technological standpoint, but what stood out the most was how much they prioritized patient satisfaction throughout every step of the process.”

– Jason Kane Sr.

Director, Patient Financial Services
Jefferson Health



12.5 hrs.
saved on manual entry daily

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