SAVISTA™

Patient access crisis drives innovation.

Challenge

Covid-19 incited a meteoric rise in emergency room visits. This surge in patients necessitated additional staff, increased registration efforts, and expanded follow-up services at the same time the pandemic created staff shortages and state mandated restrictions in onsite patient interactions. Fueling the obstacles, the provider saw an influx of patients who had lost their jobs and corresponding insurance and were now in desperate need of eligibility screening services. The dichotomy of need versus access resulted in an increase in self-pay accounts, decrease in revenue and an alarming decline in Medicaid conversions that negatively affected the provider's community members and their access to beneficial healthcare programs.

Solution

Savista recognized the untapped power of digital communications and quickly moved to leverage this platform to develop an innovative solution to mitigate patient interview challenges and declining Medicaid application submissions.

The team created compliant virtual meetings with recording and waiting room capabilities deployed on easily available and readily used mobile devices. Eligibility specialists connected with patients to interview, complete, and submit Medicaid applications.

Documents were securely stored and workflow metrics and results were tracked and monitored for continued feedback and improvement.

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

Results

Savista's first year results for eligibility virtual screening:

▲**20%**
increase in gross conversions

$2M
Medicaid approved dollar

✓**95%**
net conversions for pediatric cases

✓**84%**
net conversions for adult cases

✓**8%**
reduction in self-pay recurring patients in ED

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