

AR outsourcing partnership revitalizes revenue cycle operations and increases cash.

Challenge

This client with **215 beds and \$277M NPR** was a long-term partner that needed to revitalize operations and increase cash. Job loss due to the pandemic left their region with above average unemployment and inability to pay their medical bills. This, coupled with a declining operating margin, negatively affected cash flow and AR days.

Solution

- Introduced a payer-direct platform for review of accounts causing payment delays
- Recognized financial counseling bottlenecks that were affecting AR days
- Conducted time studies to aligned staffing and volume
- Deployed eligibility specialists to support ED interview overflow, increasing secured coverage
- Strategically discounted self-pay balances through tax season campaign to increase paid-in-full accounts

“These are tremendous accomplishments, and you should be extremely proud of yourselves. I can’t stress enough how impressed and proud I am with this team! This is true TEAMWORK!”

-VP of Finance

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



Results

Expedited problem resolution, converted more self-pay patients to third party reimbursement and provided competencies that uncovered improvement opportunities.

✓ **110%**

collection of cash goal

▼ **20%**

overall reduction in AR days

▼ **30%**

reduction in AR>90

▼ **34%**

reduction in denials

▼ **20%**

reduction in denial write-off

▼ **26%**

reduction in DNFB

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

