



LARGE HOSPITAL IMPROVES CASH FLOW AND PATIENT SATISFACTION

A large, not-for-profit hospital in the Los Angeles area was experiencing difficulties with their Day 1 Early Out Self-pay program like they never had before. Not only were collections on these accounts shockingly low for a program of this type, their patients' satisfaction was at crisis levels. They knew they had to move from their current outsourcing partner to one that could provide the service and relationship they not only needed, but one they, and their patients, deserved.

Background

Some of the issues the facility was facing:

- Patient dissatisfaction and complaints at an all-time high
- Early Out vendor was not providing patient statements in a timely manner
- Long hold times, some as long as 15 minutes
- Collection efforts were done in the vendor's system of record
- All payments went to vendor
- Payment information provided on a monthly basis
- 2% liquidation on Early Out accounts
- Poor performance in the Early Out program, resulted in a larger than necessary bad debt inventory
- Incredible lack of communication between the facility and their vendor

Approach

Revco Solutions first order of business was to gain a better understanding of why the facility was experiencing such low liquidations on a Day 1 Self-pay outsource program. In addition to reviewing their financial information, Revco looked at patient statements and quickly learned they were antiquated in design and functionality, with patients unable to determine what insurance had paid, and how the balance owed was calculated.

Once all the information was evaluated, Revco Solutions worked with the facility to put together a plan that would accelerate cash recovery for both the aged accounts in the Early Out program, as well as accounts placed moving forward, separating them for performance purposes. Additionally, updates were sent daily to their Meditech system, and KPI and summary reporting - that was previously missing - was provided and approved by their CFO and director.



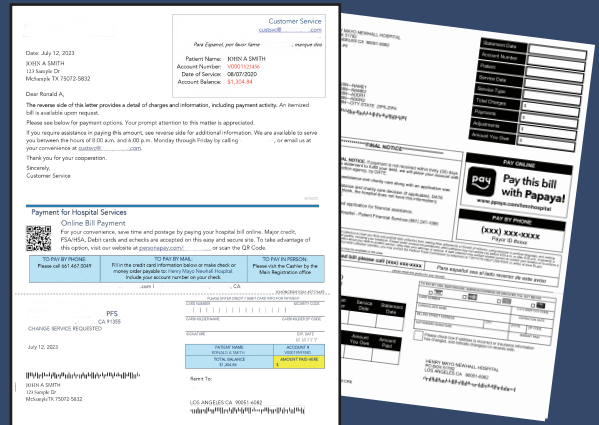
Results

Within six months of partnering with Revco Solutions, this healthcare facility experienced incredible results:

- Revco collected a net increase of almost \$4 million over the previous vendor, year over year for the same time period
- Average collections are now more than \$1 million per month versus the previous vendor, who averaged \$300,000 on the same inventory
- An estimated reduction in bad debt fees of \$707,000, due to accounts being collected during the early out phase of the revenue cycle
- Collection efforts now meet federal and state regulations, including the California mandated "Goodbye" letter

Patient Satisfaction

- Patient complaints have dropped dramatically.
- The facility is receiving compliments from their patients about the response they receive from Revco Solutions in regards to their phone calls and questions
- The new and simple to use payment portal has been well-received, and therefore used more frequently
- Statements are easier to read and understand



Conclusion

This facility recognized the importance of choosing the right partner for their collection efforts. Not only do you need to develop a relationship that will improve your cash flow, but one that is compliant, secure and forward thinking with available technologies. Ensuring that your outsourcing partner will protect your patients' satisfaction can only improve your revenue cycle, especially in an Early Out environment. Revco Solutions not only improved the liquidation rate this facility experienced with their Day 1 Early Out program, but also lessened the inventory that moved to the more costly bad debt program.

ABOUT REVCO SOLUTIONS

Revco Solutions, Inc. brings over 75 years of healthcare revenue cycle experience, utilizing the latest omni-channel patient communications and innovative business intelligence tools. Providing an industry-leading secure, compliant, and patient-friendly staff, Revco Solutions manages billions in placements annually from hundreds of physician practices, hospitals, and health systems.

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