

How Revco Generated a 175% Increase in YoY Cash Collections for a Large Los Angeles Hospital

MAXIMIZING RECOVERIES

Revco Solutions is a leading healthcare revenue cycle management organization that helps providers improve patient billing, accelerate collections, and strengthen the Early Out Self-Pay experience. With deep expertise in patient communication, account resolution, and modern payment tools, Revco's Early Out model drives higher cash recovery while protecting the patient relationship.

Because Early Out performance affects both today's revenue and tomorrow's patient loyalty, measurable results—and a positive patient experience—matter more than ever.

OUR SERVICES

Insurance Revenue Recovery

Early Out Self-Pay

Bad Debt Collections

OVERVIEW

A large not-for-profit hospital in the Los Angeles area was facing unprecedented challenges with its Day 1 Early Out Self-Pay program. Collections had fallen well below expectations, and patient satisfaction had reached a critical low. Recognizing the impact on both revenue and patient experience, the organization decided it was time to replace its existing outsourcing partner with one capable of delivering the service, performance, and patient-centered support their community deserved.

HOW WE HELPED

Revco Solutions began by analyzing the hospital's Day 1 Self-Pay program, uncovering outdated patient statements and unclear billing that were hindering collections. We then developed a targeted plan to accelerate cash recovery for both existing and new accounts, implemented daily updates to their Meditech system, and introduced clear KPI and summary reporting approved by leadership.

SUCCESS

- 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