

## A/R CASE STUDY

# The Benefits of Outsourcing Accounts Receivable Processes for a 700-Bed Healthcare Facility



### Overview

Beginning in 2004 and continuing today, RRS was awarded a contract to undertake accounts receivable management for a 700-bed, Philadelphia-area healthcare facility. With more than \$300 million in collections annually, the patient financial services (PFS) department faced two critical challenges.

- Maintaining productivity and standard processes during employee leave, illness, or job migration
- Performing outpatient eligibility analysis

Additionally, the facility's staff was forced to focus time and resources on outstanding lower balance claims rather than directing efforts towards higher balance reimbursable accounts.

### Our Approach

Upon partnering with the facility, we addressed the PFS department's challenges by integrating with on-site staff as *#OneTeam*. The approach streamlined workflows, alleviated the burden of lower balance accounts, and provided trained professionals to oversee the collection process.

### Extension of the Team

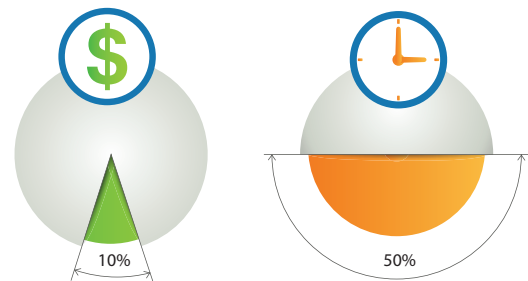
When the facility needed qualified interim personnel to handle an employee's duties while on extended leave, we eliminated the need for expensive temporary staff. We assigned a trained and trusted RRS team member to handle necessary tasks, maintaining cash collections and preventing unnecessary aging.

### Insurance Verification

On a provisional basis, the facility tasked RRS with outpatient eligibility analysis while they installed automated processes. The project required eligibility certifications for outpatient services including ER. We conducted over 30,000 monthly reviews to ensure accurate insurance requirements on all accounts. Also, we researched and corrected accounts to zero balances for all credit balance accounts older than 365 days. This minimized wasted time and resources.

### Addressing Low Balance Accounts

On average, low balance accounts make up 10% of a healthcare provider's outstanding A/R and demand more than half of a PFS department's in-house capacity. We mitigated this difficulty for the facility by providing low balance receivables management services.



We addressed low balance A/R for government and non-government payers and Blue Cross accounts where expected reimbursements were less than \$750 and \$350 respectively.



## Our Solutions

As the partnership continues, we manage various facility accounts receivable projects and processes. We continually share our industry knowledge offering insight, training and mentoring to facility employees at no additional expense.

### Success Leads to Additional Endeavors

As a result of revenue recovery success with low balance accounts, the facility tapped RRS to undertake a Blue Cross recovery project for aged high dollar receivables.

Further, the facility turned to our highly trained staff and technological expertise to handle all Pennsylvania state-funded managed care plan accounts receivable 45 days from initial billing or upon initial zero pay/rejection.

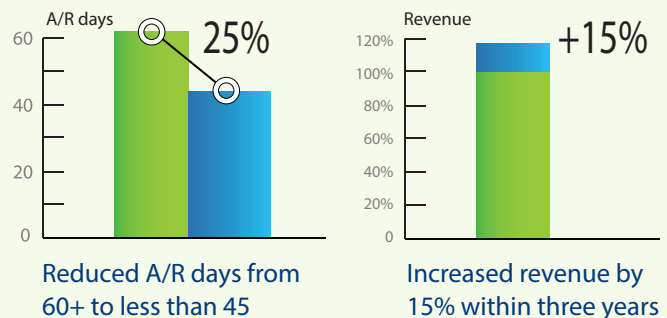
The facility also relies on us to address downgrade denials and corrections for commercial payers.

## Our Value

Since the partnership's inception more than a decade ago, we have established a history of successful project completion and an impressive record of revenue recovery. Our *#OneTeam* approach continues to leverage our business intelligence, our highly trained staff, and our streamlined processes to create an atmosphere based on efficiency and increased revenue. Our results prove our value.

We provided the facility with an immediate return on investment by decreasing days in accounts receivable from 60+ days to less than 45 days.

With facility staff efforts refocused on higher balance accounts, we managed lower balance reimbursable accounts. As a result, we increased facility revenue by 15% within the first three years.



Apart from direct A/R management services, we act as an extension of the facility's PFS department and revenue cycle team through:

- ✓ Representation at payer and staff meetings
- ✓ Communicating denial trends to facility leadership
- ✓ Identifying and eliminating root causes of denial
- ✓ Providing timely reporting of payer issues prior to facility staff recognizing the errors

**Give us 20 minutes. We'll show you how SMALL can be really BIG.**

Put RRS *#OneTeam* experience, business intelligence and proven results to the test. Contact us to find out how partnering with RRS powers your *Access to Revenue*.

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