

HSG Improves Employed Network Quarterly Net Revenue by \$4.8 Million

SUMMARY

A community health system in the Midwest was struggling with the financial performance of its 98 employed providers. HSG provided on-site support in two areas:

- Full time interim leadership of employed network revenue cycle operations for 14+ months
- Resources to credential new and existing providers with payers

For the most recent quarter, net revenue for the physician group has grown from a historic average of \$6.7 million per month to \$8.3 million per month, an average increase in net revenue of \$4.8 million per quarter.

CHALLENGE

Health system executives came to HSG with significant revenue cycle and payor credentialing issues within the employed provider network. Collections for the group were declining and nearly 20 providers had not been credentialed by payors, preventing the group from billing for their services.

HSG APPROACH

HSG led a comprehensive revenue cycle redesign. Our team evaluated performance, assessed processes that were broken, and worked with leadership to implement the new processes.

Key focus areas included:

- Increasing clean claim rates by identifying billing rules with the EHR vendor
- Training and educating the entire CBO staff on payer specific billing rules
- Addressing the credentialing issues by completing, updating, or initiating over 200 payer enrollment applications

As a result of onsite leadership and credentialing support, accomplishments include:

- Annual denials reduced by over 90%
- Days in accounts receivable decreased by nearly 20%
- 15+ providers credentialed (previously uncredentialed for over 12 months)
- Average quarterly collections increased by \$4.8 million

Additionally, our team retrained and redefined several roles in the CBO and redesigned the workflows. This included standardization of copay collection policies and scheduling approaches. Management reporting was also developed to hold employees accountable to these metrics.

Davis Creech, Director, led this project, and would be pleased to discuss how HSG can help you improve your network's financial performance.



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