Case Study: Accounts receivable

28 days improvement in DSO with higher resolution rate

Client Background and Context

One of the nation's largest hospital group, with more than 150 acute care centers, behavioral health facilities & ambulatory centers having 3 central business offices (CBOs). Client was –

- Looking for extended business partner to manage their AR > 30 Days, Denial Management and Secondary Billing
- Looking to streamline front office and business office functions, and implement workflow tools and best practices to improve collections rate

Solution

Implemented proprietary tool iAR to build resolution strategy and dedicated team for backlogged denials
(TFL/AFL – tollgates were implemented)

CARC and RARC Analysis for frequently denied claims and implemented Coding Helpdesk

Deployed **250 in-house FTEs** including subject matter experts

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GeBBS
HEALTHCARE SOLUTIONS
Forward ⚙ Thinking

Impact Delivered

Performance

28 days improvement in overall DSO from 58 to 30 days

5 days TAT achieved for all denials (14 -> 5 days)

12% Reduction in front office and billing office denials (19% -> 7%)

Financial

15% Uptick in collections within 6 months of Go Live ($72 M -> $81 M)