

Revenue Cycle Management



Situation

An integrated delivery network was seeing substantially lower revenues than projected based on the volume of services and quality of outcomes they were providing to their population. The team responsible for troubleshooting the issue was also responsible for end-user support, system maintenance, and bi-annual upgrades and was strapped for time.

Task

The customer needed a team with proven expertise to be able to quickly understand their systems and processes to begin troubleshooting and determining why the revenue was below projection.

Action

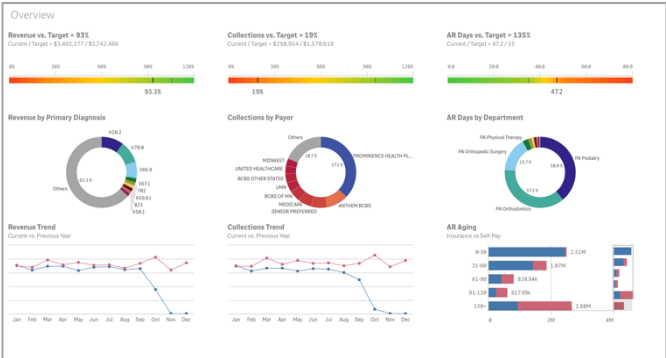
Prominence's 100% healthcare background and extensive revenue cycle experience (average tenure of 17 years healthcare revenue cycle experience) ensured the customer there would be nearly zero ramp time in getting our time familiarized with their systems and processes.

Once engaged, our team quickly assessed their configuration and processes, and interviewed key team members. We compared these results to our known best-practices, which immediately produced a series of high-impact, low-effort changes that would make their revenue cycle more transparent.

Results

The customer's revenue cycle team was strong, and Prominence recognized that the system could only be as good as the information provided to configure the system. With our expertise and best practices, we were able to work the customer to produce the following results:

- **\$20+ million dollars** in unbilled patient statements identified and resolved
- **Defined process** for tracking issues and resolving similar challenges in the future
- **Executive awareness** via automated report delivery to key stakeholders



Ready to make your revenue cycle faster, more efficient and more effective?

Contact us to get started today!

<https://prominenceadvisors.com/contact-us/>