



CASE STUDY

This medical group provides outpatient, inpatient and specialty care through multiple facilities in Southern California.

Situation

Senior leadership recognized the need to improve the revenue cycle of their fee-for-service line of business. They also needed interim leadership support as they looked for a new business office director.

Our Approach

Hayes was chosen to assist the organization with its revenue cycle process improvement including developing performance metrics, work plans and staff productivity measures while providing interim business office leadership.

We performed an operational assessment of the organization's revenue cycle using Hayes' MDapproach™ methodology. This process includes a thorough analysis of:

- Patient access to services
- Revenue processing and collection
- Patient interaction with the clinical process
- Information systems utilization and integration with organization's operation
- Staff organization and work performance metrics
- Performance measurement and report generation

Results

Business Office Redesign. Hayes redefined staff roles to more effectively manage the revenue cycle.

Effective Dunning Tables and Statements. Hayes developed new statement messages, and trained staff in this area.

Reduction of Outstanding Accounts Receivable. At project end, approximately \$2.5 million had been re-billed.

Rejection Code Classification. Hayes classified each rejection code into categories for two large payors.

"Found Money" through Identifying Third Party Billing Numbers. Hayes identified missing provider numbers that accounted for approximately \$350,000 in the practice management system.

Identification of Uncollected Revenue. Hayes identified and repaired incomplete master files that had caused more than \$350,000 in collectable revenue to be billed incorrectly.

Increased Accuracy of Insurance and Claim Forms. Hayes trained staff to review patients' insurance information prior to their appointment.

Dashboard Reports. Hayes developed dashboard reporting of key performance indicators.

About Hayes

Hayes works with healthcare organizations to solve mission-critical operational challenges by providing services and software solutions that improve quality and efficiency with the ultimate goal of improving the patient experience.

**Large
Medical
Group**

**MDapproach & Interim
Business Office Director**