

# Improving Revenue for Acute Care Center Through End-to-End RCM Services



Our client is a mid-sized regional Acute Care Centre with 120 beds located in Texas. Despite strong clinical performance, the client was facing issues in maintaining a consistent revenue stream and severe financial strain.

## Challenges Identified

### Inefficiently Managed Accounts Receivable Process

The acute centre lacked a well-managed and streamlined process to handle accounts receivable, resulting in revenue loss and functional inefficiencies.

### Inadequate Knowledge of the Payor Framework

The in-office staff lacked proper knowledge and understanding of the intricate payor guidelines and regulations, leading to missed opportunities for investing in the expansion of practice and revenue maximization.

### Lack of Process Automation

Our client was heavily reliant on manual handling of tasks and processes for various functions like billing and claims submission, which increases the chances of human errors and inefficiencies.

These issues caused the reduced collections, slow cash cycles, and frustrated staff and patients.

# Solutions Delivered



We examined the client's current system and highlighted the shortcomings where we have to work to enhance the processes and revenue of the practice.

## Data-Driven Insights

We provided the client with actionable, real-time insights by analysing old data, which enable the practice to identify the loopholes in the system, denial trends and patterns, payer complex landscape, and other areas of improvement.

## Process Optimization

Our experienced team collaborated with the practice's in-house staff to change their operations and re-engineer their accounts receivable process. We defined the workflow, which is clear and concise for claim submission, billing operations, and follow-ups.

## Staff Training and Development

We conducted the training programs to upskill the clients and our own staff, focusing on payor dynamics, coding compliance, and claims processing.

## Awareness of Payor System

We helped the client by providing the practice with a comprehensive overview of the payor ecosystem, including payor behavior, reimbursement trends, and negotiation strategies.

# Real Results after Partnering with StafGo Health



**25%**

## Enhanced Staff Efficiency by 25%

After partnering with us, the productivity of staff has increased by 25%. The work queues were cleared faster, and the satisfaction of employees was also improved because now they could spend more time on problem-solving and less on administrative tasks.

**30%**

## Average A/R days were reduced by 30%

The center was able to successfully bring down the average Accounts Receivable (A/R) days from 57 to 35, which ultimately accelerated the cash flow and ensured faster reimbursements.

**6%**

## Revenue Growth

Client encountered the improved charge capture, denial recovery, and underpayment identification, which lifted the net patient revenue growth by 6% in the first year.

*StafGo Health is more than just a regular billing company - We are your complete RCM partner in your growth journey. We offer End-to-End Revenue cycle management solutions specific to medical and dental practices in the United States. With experience of more than 15 years, our goal is to add value to healthcare practices in terms of improved collections, reduced claim denials, and enhanced operations. StafGo Health is owned by highly experienced industry leaders and a team of experts who deeply understand the RCM services and are keen to deliver the best quality and great care for healthcare providers. We provide Credentialing & Fee Negotiation, Insurance Verification, Prior Authorization Management, Coding and Billing, AR and Denial management, Payment Posting & EFT Reconciliation, Patient billing & support, Legacy A/R resolution, Credit A/R Resolution, Practice Transition and Planning services to both dental and medical practices across the United States. Unlock unmatched revenue growth, reduced costs, and streamlined operations with StafGo Health— The USA-Physician Owned and Managed Nation's Leading RCM company.*

