



Enhancing Revenue Integrity and Coding Accuracy for a Growing Regional Medical Center



Our client is a leading Regional Medical Center in North Carolina, which has faced issues with its expansion into multiple specialty units, leading to serious challenges in managing its revenue cycle. The hospital struggled with coding inefficiencies, billing backlogs, and delayed reimbursements.

Challenges Identified

Low Coding Accuracy

The client was struggling with low coding accuracy. They had dropped below 90%, which resulted in revenue loss and frequent rejections from the payer.

High Unbilled Charges

We were concerned that over 30% of weekly charges remained unbilled, which caused cash flow delays.

Prolonged Billing Turnaround

They were also dealing with a billing backlog. Discharge-to-bill lag averaged 7 days for inpatient and 5 days for outpatient, which was creating delays in revenue recognition.

Solutions Delivered



Deployed Expert Coding Teams

To overcome the coding problem, we assigned certified inpatient and outpatient coders to handle both existing and migrating systems.

Clinical Documentation Improvement (CDI)

We introduced CDI specialists who actively collaborated with physicians with the help of standardized templates and optimized query processes.

Concurrent and Retrospective Audits

To detect documentation gaps, prevent revenue leakage, and maintain 95%+ accuracy, we conducted regular audits for our client.

Ongoing Staff Training

We delivered multiple refresher sessions for the internal teams on various topics like coding best practices, compliance, and documentation accuracy.

Real Results after Partnering with StafGo Health



Increased Coding Accuracy

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After partnering with StafGo Health, the client achieved a 96%+ accuracy rate, which significantly reduced the errors and the need for rework.

Reduced Unbilled Charges

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With our support, the client managed to lower the unbilled volume to under 10% across inpatient and outpatient services.

Accelerated Billing Cycle

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With the help of our proactive approach client managed to reduce inpatient billing lag from 7 days to 2 days, and outpatient from 5 days to under 48 hours effectively.

Recovered Missed Revenue

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With the help of our support client improved its charge capture accuracy, cutting missed revenue from \$12M/month to \$4M/month.

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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

