



Maximising Collection Rate by 38% for a Rural Georgia Hospital



A rural hospital in Georgia was facing mounting financial strain due to several reasons, like delays in payments, an increase in the number of claim denials, prior authorization delays, inaccurate coding, and many other inefficiencies in its revenue cycle. Shortage of staff resources and outdated billing workflows slow down the process of collection, impacting the financial performance of the hospital.

To tackle these challenges and improve its financial condition, the hospital partnered with StafGo Health, a trusted RCM provider. We specialize in healthcare revenue optimization for rural and community hospitals.

Challenges Identified

Aging A/R

We found more than 40% of A/R in the 90+ day bucket. Hence client was struggling with a high open AR backlog of unresolved claims.

Frequent Denials

The client was facing an issue of frequent denials because of missing authorizations and coding errors, which led to delayed or lost payments.

Slow Turnaround

Due to the manual process, the client was struggling with a very slow turnaround time, and claim submissions and follow-ups often took weeks

Low Authorization Approval Rate

Client was also facing low approval rates because of inefficient pre-authorization tracking, which was reducing claim success.

Solutions Delivered



Prompt AR Follow-Up

We introduced a dedicated A/R follow-up team to quickly tackle outstanding A/R utilising prompt calls and e-submission corrections. We cleared all the 90+ day buckets in a short period.

Denial management

We set up pre-authorization reminders and checklists to boost approval rates. We conducted regular audits to ensure proper codes and modifiers that prevent “medical necessity” and “invalid code” denials.

Automation & Analytics

We utilised dashboards to handle repetitive claim status checks & remittance posting, and developed performance dashboards that show the real-time metrics for A/R aging, denials, and collections.

Real Results after Partnering with StafGo Health



Accelerated Cash Flow

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With our targeted A/R cleanup, denial resolution, and streamlined billing workflows, client managed to achieve a 38% increase in gross collection rate.

Reduced Denials and Rejections

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By introducing proper authorization tracking and daily denial monitoring, the denial resolution time improved from weeks to less than 72 hours. This helps them to reduce lost revenue and eliminate repetitive rework.

Improved Authorization Efficiency

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With the help of structured pre-authorization management and real-time eligibility verification, the authorization approval rate rose from 68% to 92%. This results in reduced payment delays and faster claim submission

Faster Billing Turnaround

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After partnering with us, the billing lag reduced from 21 days to just 8 days, which allows the hospital to submit claims promptly and accelerate the revenue cycle.

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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

