



Case Study: Revenue Enhancement for a Centricity Practice Solutions Client

CLIENT PROFILE

- Multi-specialty medical group with 270 Providers
- Provides over 550,000 visits annually
- Utilize Centricity Practice Solutions (CPS) for practice management

PROJECT VISION

- Provide an assessment of billing operations and revenue cycle performance to identify potential opportunities for improvement

THE CHALLENGE

- Non-standardized processes in the clinics and CBO
- Lack of technology or optimizing functionality available in CPS
- Outdated or inefficient workflows and lack of policies
- Productivity/quality not measured or monitored in most areas
- KPIs are not consistently measured or compared with industry benchmarks
- Inadequate reporting and lack of BI tools
- Ineffective communication between the clinics and CBO creating delay in cash collections and increase in denials/cost-to-collect
- Inconsistent and non-standardized education for coders and physicians
- Lack of root cause analysis on first pass denials or feedback to responsible areas
- Backlog of accounts in the CBO contributing to timely follow-up denials
- Job descriptions are missing key elements to hold employees accountable

POTENTIAL OPPORTUNITIES IDENTIFIED FOR RETURN ON INVESTMENT

- Reduce timely filing denials to increase cash by \$86K
- Increase POS collections by \$234K
- Decrease charge lag days to accelerate cash by \$1.2M
- Decrease AR over 90 days to accelerate cash by \$266K

HIGHLIGHTS

A sample of optimization initiatives to be addressed include:

- Schedule monthly meetings between each Service Line and CBO
- Optimize CPS to take advantage of current functionality to improve workflow
- Evaluate implementation of athenaEDI and associated integration of products (i.e. claim status codes, real time eligibility) to take advantage of integration with CPS and eliminate manual processes
- Maximize use of pre-claim edits
- Evaluate cost effectiveness of current payer variance process and evaluate contract management software or vendor
- Revise workflows based on technology implemented/optimized
- Create benchmarks with reports then consistently measure quality/productivity and hold departments/individuals accountable
- Standardize processes across the clinics and within the CBO
- Address backlog of accounts in the CBO
- Conduct a root cause analysis on first pass rejections then take appropriate action
- Update job descriptions

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