

## Client Success Story



An Academic Medical Center with unpaid claims over 180 days selects HFRI to resolve claims, reduce accounts receivable, and improve patient satisfaction.



### Summary

Our business office solutions help healthcare organizations improve financial performance and productivity.

HFRI developed a unique solution with work queue strategies to maximize collections by focusing on the reasons the accounts were not paid or resolved. Unpaid claims placed were referred to HFRI for final resolution upon reaching 180 days. HFRI's approach reduced the number of unpaid claims by more than 50% and resulted in cash collections of more than \$5.7 million.

# Unpaid Claims: >180 days

A 900-bed Academic Medical Center believed their revenue cycle was under control. They established a “safety net” program to outsource any unpaid non-government claims that aged 60 days to an outside firm, which would ensure all potential receivables were collected within 120 days. Unfortunately, the Medical Center found itself with A/R not being resolved on time. As claims were aging out to 180 days still unpaid, the Medical Center was losing out on potential cash. In addition, patient satisfaction suffered since the unpaid claims resulted in unresolved patient residual balances and unanswered patient questions.

## A Custom Solution

The Medical Center asked HFRI to review the open A/R portfolios and determine if there was a better solution. HFRI assembled a team of A/R professionals that designed a unique strategic outsourcing program focused on the identification of reasons the accounts were not paid or resolved. With consistent focus on maximizing cash collections, HFRI's staff, supported by HFRI's account management and work queue strategies, developed a client specific program where unpaid claims placed with the medical centers primary outsourcing firm would be referred to HFRI for final resolution upon reaching 180 days old.

## Results

After just 18 months \$22.6 million was referred to HFRI.

- > HFRI achieved an A/R reduction of > 50% of the unpaid claims.
- > Cash collections of \$5.7 million were achieved as well as \$11 million A/R reduction.
- > Even with favorable operating margins at the Medical Center, this additional cash went straight to the bottom line.

Our customized business office solutions combine experienced, well-trained staff, focused workflows, and client-integrated systems and technology, resulting in more cash and overall improved revenue cycle management.

[www.HFRI.net](http://www.HFRI.net)

Phone: (847) 706-9200  
Toll Free (866) 437-HFRI  
[sales@hfri.net](mailto:sales@hfri.net)

