

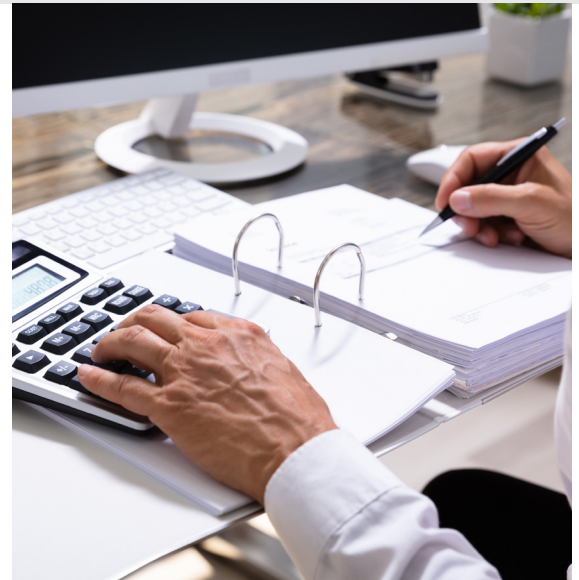


OVERVIEW

A rapidly growing organization offering group therapy and medication assisted treatment (MAT) for opioid addiction sought to upgrade its billing operation to improve the overall financial health of the organization.

PROBLEM

An organization dedicated to providing respectful, accessible, and affordable medication-assisted treatment (MAT) for opioid addiction identified early on several challenges related to the condition of the revenue cycle management function. Because they were a cash pay business for so long, they were under invested in the needed resources as they expanded their business model into accepting insurance for their members. Ultimately resulting in the team falling behind. Their CFO stated, “We were flying blind to revenue cycle performance.” The difficulty of finding RCM resources with bundled payments and behavioral health backgrounds caused the team to be consistently under-staffed. “We were only current in that we were barely ahead of Timely Filing. We were nowhere near best practice nor could we fully catch up. We had a continual backlog of more than \$1 million of unposted payments”.



So, this rapidly growing opioid addiction recovery organization sought to upgrade its overall revenue cycle management operation to improve the financial health of the organization. There was only one problem, should they begin a search for someone to lead the in-house staff or outsource their billing. Historically, they did not have full confidence in outsourcing their billing and claims processing operation. “I was skeptical. I’ve always been a firm believer that you keep your RCM team in-house,” commented their CFO.

STRATEGY AND TACTICS

The organization cast a wide net and sent a Request For Proposal (RFP) to eight RCM companies. The primary tasks of the project included:

- **Finding a company that could work with them**—which would take significant convincing and the right deal structure to help reduce risk.
- **Improving standards and processes for better productivity, timeliness, and accuracy**—from charge capture, to posting of transactions to denial follow up.
- **Assuring there were the proper amount of resources allocated to the work**—to avoid the Timely Filing deadlines and to get claims processing and payment posting caught up.
- **Reducing follow-up requirements**—through greater accuracy of submitted claims and speeding up payment.
- **Increasing cash in the door**—to provide better overall financial performance and realize a positive Return on Investment.

Of the eight RFP respondents, they chose Strivant Health (Strivant) of Tinley Park, Illinois as the best option to move forward with implementing their revenue cycle management improvement project.



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We had a lack of visibility of the situation. We were leaving money on the table and our inventory was building. It felt like a nice partnership from the beginning and Strivant was able to act quickly. The first thing they did was identify areas that were falling behind and added people and process to stabilize their RCM operations. After that they immediately conducted an end to end assessment and recommended the additional resources needed to be ready for the planned long-term growth.

– Client CEO

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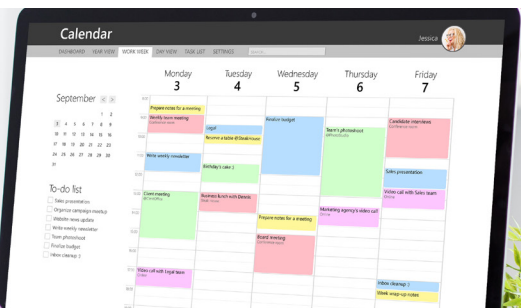
Upon agreeing to a ninety (90) day contract to prove the value outsourcing to Strivant would bring.

STRIVANT WENT TO WORK TO

- **Immediately deploying adequate resources** for payment posting catch up and large payer AR follow up.
- **Implementing standard charge entry** and charge submission protocols.
- **Assisting with provider credentialing** by getting Nurse Practitioners set up properly.
- **Completing a full review and assessment** of the practice management system.
- **Helped close systems gaps** through proper setup and optimization.

Examples included:

- Automated eligibility set up
- Electronic Remittance Advice (ERA) implementation
- Payment posting changed from manual to automated
- **Completing a fee schedule build** that included a set of explosion codes.
- **Improved the payment posting processes** and implemented a procedure to clear any backlogs.
- **Implemented a procedure to catch up** the posting of \$0 payments (denials).
- **Corrected claim edits** and reconciled submitted claims with clearinghouse.
- **Completed the implementation** of payer ERA and Electronic Funds Transfer (EFT).





RESULTS AND CONCLUSION

The client successfully ventured into outsourcing their RCM operation and started reaping benefits after only a few months. Strivant Health successfully provided some outstanding results in a short time. Taking on a 90-day challenge to make sure that the client was comfortable outsourcing. "We selected Strivant with the agreement to reevaluate in 90 days. They knocked it out of the park. They recovered all that we never could in the past. Strivant is now a long-term revenue cycle partner."

Strivant's biggest vote of confidence came from the client CEO, "We immediately got cash in the door. They provided us visibility into the business and reporting that put us way ahead of where we were 6 months prior. Our partnership feels really good and very comfortable. They can scale to handle our business, and they remain personal, nimble and flexible to respond to our changing needs. It is a very good fit! There is an excellent balance between strategy and thoughtfulness with Strivant. Strivant always made sure to offer the services we needed, and they take accountability for delivering a positive ROI."

SOME SIGNIFICANT IMPROVEMENTS ACCOMPLISHED BY THE STRIVANT TEAM INCLUDE:

- Increased the Gross Collection rate from 14.4% to 31.64%.
- Improved reporting and denial analytics (KPIs)
- A clean claim rate that increased from 30% to over 94%
- Payments being posted within 24 hours of received date
- Average monthly payment increases by 125%
- Reduction of Days in Accounts Receivable (AR) by 10 days or 20%
- An increased charge volume of 25%
- Cash acceleration
- The elimination of system gaps
- Cash flow being positive for the first time in company history



“

The Strivant team is extremely collaborative and professional. They even had one of their key employees move to Nashville to work out of our office to get us cash flow positive quickly. The industry needs more Strivants!"

– CFO

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The client's CEO talked of the future by saying "We are happy and thankful to have a trusted relationship with Strivant. And we are not done yet! We have big plans for 2020 that include opening a contact center and instituting patient payment plans."