

CASE STUDY #163

Current Customer Since 2006

580+ bed system consisting of three hospitals and multiple outpatient facilities serving their community for over 90 years.

THE CHALLENGE

Like many systems, these facilities were faced with the need to increase Self Pay revenue. Historically, all collection efforts were in house through a sizeable division of the business office. Personnel headaches and the need for increased cash were driving factors for needed change.

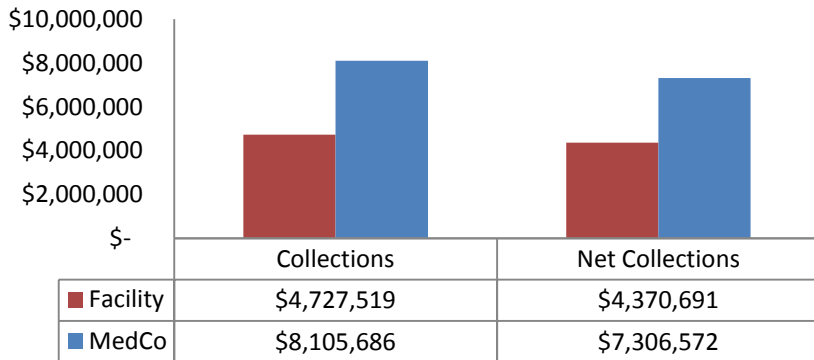
OUR SOLUTION

MedCo's Implementation Team met with client management to outline and complete a comprehensive on-boarding process. The first step was managing and producing statements. This was followed with the utilization of proprietary custom dialers reaching thousands of more patients per month. While on the phone, highly trained healthcare recovery specialists helped remove obstacles for the patient to fulfill their financial obligation, then calls were scored by MedCo's Quality Assurance department to ensure patient and client satisfaction. In the cases where insurance was discovered, accounts were sent to MedCo's Insurance division for billing and payment. Concurrently, MedCo performed onsite training with registration staff to increase the quality of patient information. The result: 2.9M in additional Self Pay dollars with minimal facility involvement. Over the past nine years this system has utilized MedCo for many additional services to facilitate bottom-line growth.



“ We quit doing it ourselves and added 2.2M to the bottom line by giving it to MedCo Services. They have the tools, incentivized plan and work after hours and weekend. A benefit that I did not anticipate was recording of calls because administration is now assured the patients are being treated appropriately. ”

Facility vs. MedCo (Year 1)



RESULTS & BENEFITS



67%
increase
In self-pay cash
collection rate



\$2.9M
additional annual
cash



10%
reduction
in collection
related FTE's