

# CASE STUDY #165

Current Customer Since 2015

240+ bed system consisting of two hospitals and multiple outpatient facilities serving their community for over 70 years.

## THE CHALLENGE

Faced with increasing Self Pay balances, these facilities needed to increase Self Pay revenue. Historically, all collection efforts utilized the local "Collection Bureau" to perform both Early Out collections as well as Bad Debt collections. The need for increased and timelier collections was the driving force for change.

## OUR SOLUTION

MedCo's Implementation Team met with client management to identify the previous payment aging and 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. A huge concern for the facility was the satisfaction of the patient community. As usual, calls were scored by MedCo's Quality Assurance department to ensure patients were being assisted in a manner consistent with the system's policies. In the cases where insurance was discovered, accounts were sent to the system's billing office for follow up. The result: MedCo has increased overall monthly collections by an average of 155% many additional services to facilitate bottom-line growth.

## Benefits of Changing to MedCo Services

- Increased Collections.
- Professional Statements
- 100% Call Recording
- Incident Reporting
- Comprehensive Reporting
- Patient Satisfaction

## Credit Bureau vs. MedCo ( Average Monthly)



## RESULTS & BENEFITS



**155%**  
increase  
In self-pay cash  
collection rate



**\$4.08M**  
additional annual  
cash



**INCREASED**  
Cash Flow