

Revenue Cycle Management

CASE STUDY: Retail Healthcare Provider



Client

Our client, one of the largest retail healthcare providers has a simple mission: do what they can to make healthcare a easier for busy people. They currently provide services to millions of patients though hundreds of clinics across the United States. Board Certified Nurse Practitioners check in, diagnose and treat patients for a set of common conditions.

Opportunity

Our Client's Revenue Cycle Management solution integrated an Electronic Medication Record (EMR) system with third party Eligibility, Accounts Receivable, Claims Adjudication and Patient Billing capabilities. Their unique medical model challenges traditional paradigms with high transaction volumes, thousands of providers and hundreds of payer entities. The solution included vendors with flexible, loosely coupled solutions that can be implemented in manageable phases.

Solution

The Revenue Cycle Management Program was a multifaceted strategy that documented current business and system processes; implemented "quick hit" (high value, low cost) improvements, conducted a Revenue Cycle Management outsource partner search, selection and system implementation. Charter Solutions provided program management, project management and business analysis skills from inception to implementation and through stabilization.

Approach

Charter Solutions consultants performed root cause analysis and identified key points of failure prioritized by clinical and financial impact. This formed the backbone for risk based project plans and phased implementation schedules. Charter managed a new vendor relationship, remote project teams and customer implementation resources to a successful "go live" that was on time and delivered previously unattainable revenue cycle operational metrics.

Benefits

Completion of the projects within the Revenue Cycle Program allowed our client to implement capabilities (interpretation of patient insurance information, eligibility, claims, billing, payment processing and accounts receivable) and get an "eyes wide open" view to claims data that enabled a clear vision of revenue cycle improvement opportunities and return on investment metrics.