

Safety net system transforms denial backlog into \$20M+ gain.

Challenge

This **800-bed, \$532M NPR** safety net system struggled with retaining the resources needed to address an immense denial backlog and lacked visibility into their root causes. This threatened cash collections and financial viability of the system. Post-implementation woes from an EHR transition, limited reporting capabilities and a challenging payer mix further contributed to their troubles.

Solution

1

Savista's team cleared backlogged accounts to increase cash flow and fixed a logic issue causing precertification denials.

2

Established a denials prevention process that identified root cause, secured appropriate action on denial codes and improved data and analytics.

For more in-depth information about Denial Management Services and all our Revenue Cycle Management solutions, please visit SavistaRCM.com



Results

Enhanced workflows
improved staff productivity and root cause identification
optimized revenue performance.

\$20M+

recovered after 100% backlog clearance

\$17M

ahead of cash goal.

About Savista

Over 30 years of Revenue Cycle Management Experience

More than 300 clients across 770+ facilities

Workforce with an average 7.5 years experience, and 20+ certifications including Epic