

Case Study

Community Health System

A pacific-based community health system contacted Currance to take a different approach to Revenue Cycle Management.

**Challenges:**

- Workforce shortages
- Process & Workflow Challenges
- System Challenges

**Solution:**

- Comprehensive Business Office

**Results:**

- Improved Net Revenue
- Reduction in Non-value Added Work
- Reduction in AR Days



Overview





This client presented in this case study is a not-for-profit health system that provides high-quality, patient-centered, affordable care to all residents and visitors in the pacific region of the United States. They currently operate several medical centers, community hospitals and outpatient clinics. These facilities are a vital part of the thriving community of more than 150,000 residents and serve all patients, regardless of their health coverage or ability to pay. The organization employs more than 1,500 employees and physicians operating three community, critical-access hospitals.

This pacific-based provider has been investing in human capital, services, facilities and technology to build an inclusive, high-quality medical community focused on patient care in their unique, thriving communities. The provider, however, was experience many of the similar revenue cycle management challenges that indiscriminately impacting many US health systems to meet accelerated performance targets: revenue challenges, workforce shortages, and increased payer denials volume.

Without efficiency and effectiveness coming from their current RCM operations, the need to transform their revenue cycle from cost center to strategic value-driver was quintessential to their success.

Challenges



Faced with compounding issues with a challenging path forward, the organization contacted Currance to take a different approach to Revenue Cycle Management. They were looking for a trusted partner to help address their revenue cycle challenges to deliver efficiency and effectiveness through to accelerate cash, deploy patented methodology and technology, and transparent analytics with actionable insights. The goals became clear:

-  **Establish Optimized Revenue Cycle Operations**
-  **Evaluate and improve collection strategies**
-  **Reduce non-value-added work efforts**
-  **Develop an engaged, high-performing Revenue Cycle team**

Solution

Currance developed a data-driven strategy built upon proven methodology, technology, culture, transparency, and governance, to transform compounding challenges into sustainable success. The goals for this project were clear, but complex in breadth and execution, requiring a trusted partner that could develop and deliver a comprehensive revenue cycle management strategy focused on data-driven decisions and transparent partnership engagement.

Currance Comprehensive Business Office was the complete solution for this client. Currance delivers a trusted, 360-degree approach for all clients across account management, service, and support, to deliver accelerated performance, absolute transparency, and collaborative governance necessary for success through:

-  **Proven performance methodology**
-  **Integrated digital platform**
-  **360-degree client support**
-  **High-performing teams + workforce management**

Currance developed and delivered a comprehensive revenue cycle strategy focused on data-driven decisions and partnership engagement.

With a proven, patented approach, Currance conducted a full revenue cycle assessment to understand where the major improvement opportunities lie unique to this client, to instill best-in-class practices and implement standardized process management, we deployed the Currance approach.

Central to our success was developing a co-managed operating model that would resolve their EMR implementation issues for good, establish new revenue cycle processes, provide analytics and workflow tools, deliver additional support services and workforce development for the client's revenue cycle leadership and staff.

To quickly ingrain best practices, efficiency, and effectiveness within their revenue cycle, Currance high-performing teams began augmenting the inhouse client team, working account receivables and delivering multiple EMR enhancements in partnership with their IT resources, laying a sustainable foundation for success. Currance introduced the client to the Currance Yield Performance System and fully implemented the tools and methodology to streamline processes and maximize cash collections.



Results

Trusted as a partner in strategy, performance and support, further validated through immediate performance improvements, Currance assumed full responsibility of the client's revenue cycle management within two years having established efficient and effective onsite revenue capabilities. Today, Currance continues to augment their staff for sustainable success.

Performance Highlights



Revenue Cycle
Yield Improved

6%



Non-value Added
Work Reduced

35%



AR Days Eliminated

32

About The Client

This client is a not-for-profit organization that provides high-quality, patient-centered, affordable care to all residents and visitors in the pacific region of the United States. They currently operate several medical centers, community hospitals and outpatient clinics. These facilities are a vital part of the thriving community of more than 150,000 residents and serve all patients, regardless of their health coverage or ability to pay. The organization employs more than 1,500 employees and physicians operating three community, critical-access hospitals.

About Currance

Currance is a revenue cycle management technology-enabled company that delivers comprehensive revenue cycle solutions and services to accelerate cash collection and maximize net revenue. Our vision is to improve the health and healthcare experience in communities we serve by supporting the financial strength and vitality of our clients. Established by revenue cycle management industry leaders, the Currance leadership team brings more than 250 years of collective experience, with individual average expertise of 25+ years. Currance is a leading industry innovator that has delivered measurable, demonstrated success for children's hospitals, national hospitals, community health systems and specialty physician groups.



Ready to take a different approach to your revenue cycle?

Currance is ready to build a data-driven strategy built upon proven methodology, technology, culture, transparency, and governance, delivering efficiency and effectiveness for sustainable revenue cycle performance.

Let's connect! Contact sales@currance.com to learn more.

Copyright © 2024 Currance.