

TruBridge Revenue Cycle Management

Improving financial outcomes, reducing patient financial worries

"We can do better than what we're doing right now. It's going to take a better process, better product, and the right people in the right places doing the right things. If we do all of that, we're capable of and we deserve better financial metrics."

According to Tiffany Huston, Manager of Patient Financial Services, Door County Medical Center (DCMC), their revenue cycle needed improving. AR days were too high, first pass clean claim rates were too low, and self-pay cash collections were down. Silos needed to be dismantled and it was time for everyone on the billing team to work together in the same direction with one common focus: the health and wellbeing of the patients.

The TruBridge RCM solution integrated to Meditech to achieve some impressive results:



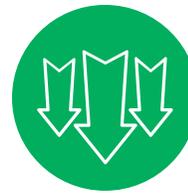
Overall cash collections increase \$2M



Reduced A/R days by 30%



Self-pay collections increased by 30%



75% reduction in write offs



Contract underpayments to date \$215,000

The Solution

The Door County Medical Center team was on a mission to make major improvements to their revenue cycle, and to do so with the patients in mind. "We're all working together in the same direction of getting paid faster that treats everyone with respect and dignity and that our patients were kept in mind the ENTIRE time."

They started with a TruBridge Revenue Cycle Consultant who helped them clean up their processes and made recommendations to improve the revenue cycle. Once some of the processes were cleaned up, they moved forward with implementing TruBridge RCM.

"The product is exceptional, however, what really made a difference is the TruBridge team members. They hold weekly optimization calls with us to review, troubleshoot and optimize the software to help us realize even better results. TruBridge customer service is unmatched"

"Even during COVID-19, when most were seeing a decrease in cash collections, we saw record payments from patients in March, April, and May because we used the software in a way that integrated with our community."



Clear the way for care.

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The Results



Reduced AR Days by 30%

According to Huston, "With implementation of Claim Scrubbing/Submission, Automated Secondary Billing and Remittance Management, we reduced our AR days by 30 days!" The DCMC team also reviewed their internal processes to make sure they matched the product, ensuring the best success.

TruBridge solutions: Revenue Cycle Assessment, Claim Scrubbing/Submission, Automated Secondary Billing, Remittance Management



Self-pay cash collections increased by 30%

Patient healthcare literacy has made a big difference at Door County Medical Center. "The eligibility estimator tool we used internally and externally made it possible to have the self-pay conversations a lot sooner," Huston said. "Our experience is that when a patient knows up front what they're going to pay, they pay their account in full within six months 60% of the time."

She continued, "The financial experience is directly related to the patient experience. You have to have both. What we do (in the business office) improves healing. If a person is stressed about their bill, they won't heal as fast. If we can take that worry away, they'll have better results."

TruBridge solutions: Revenue Cycle Assessment, Overall combination of the TruBridge RCM product



75% reduction in write offs

In 2019 DCMC wrote off around \$1.9 million primarily due to not meeting timely filing deadlines. For fiscal year 2020, they reduced write-offs by 75% and decreased denied claims by 86%. Huston said reducing the write-offs is due to a combination of improved billing processes and a superior product. "The ability for the TruBridge RCM software to catch billing errors before the claim goes out the door is simply phenomenal and the result is we get paid a lot faster. When we do have a claim denied, auditing the claim and working it through the denial process before the deadline is simple and effective."

TruBridge solutions: Denial and Audit Management

Just two short years ago DCMC would have thought these types of results were unattainable. However, Huston believes they've experienced such success because they committed to investing in all three phases of the revenue cycle: their people, their process and their products.

**Wondering if the TruBridge Accounts Receivable Management Service can help your organization?
Contact us today for a no-obligation assessment at 877-543-3635.**

"Simply put, TruBridge has exceeded our expectations. The Up Front Collections service experts have always felt like a natural extension of our healthcare operations family. Their responsiveness, clear and accountable service reporting, and outstanding patient collections have helped us generate more revenue and happier patients."



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