

## ACCOUNTS RECEIVABLE MANAGEMENT SERVICES

**Client:**

Weatherford  
Regional Hospital

**Location:**

Weatherford, Oklahoma

# Reducing AR days, creating better processes, building relationships

"We were confident we'd get results from the TruBridge products and process improvements. But the people ... they have made all the difference. They've been a seamless, effortless, natural extension of our team."

—Shauna Rhoads, RHIA, CHPS, CPC, Director of Patient Financial Services

Weatherford Regional Hospital came to TruBridge looking to reduce AR days by improving their overall revenue cycle process. In this client profile we'll review how TruBridge, via a combination of expertise and tools, was able to exceed expectations.

**The results speak volumes about our partnership:**

**25-day reduction  
in AR days**



**Decrease in claim  
submission time**



**Increased cash  
collection by 13%**

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**Weatherford has found the TruBridge team to be personable, transparent and accountable, which, according to Georganna Buss, CFO, and Shauna Rhoads, director of patient financial services, is a distinction worth noting.**

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### THE SOLUTION

Weatherford Regional Hospital utilized TruBridge's Accounts Receivable Management Service (ARMS), which brings together our HFMA Peer Reviewed<sup>®</sup> RCM product and our expert RCM outsourced staff. "This was a great option for us," said Buss. "Any amount of turnover can be devastating; outsourcing our billing negates the issues of hiring, retaining, training and retraining."

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## THE RESULTS



### Getting paid faster

“When I started at Weatherford our net AR days were at 73,” said Rhoads. She knew they needed to get help, fast. “We looked at three different solutions and ultimately went with TruBridge,” she said. Why? “Superior products and superior staff from a company with a great reputation.”



### Decrease in claim submission time

According to Rhoads, claims weren't getting out the door, which meant they weren't getting paid. “Our existing RCM tools made it look like a claim had gone out but it really hadn't. We had problems with statements, our billing team didn't know what questions to ask, codes weren't correct ... there was a general lack of expertise and tools that created some very big issues.”

That gap in expertise and tools was more than filled by TruBridge. All-new RCM tools were brought in, along with help reengineering and modifying a variety of outdated processes.

The first area that needed attention was registration. “The TruBridge team helped us clean it up, get accurate information including policy numbers, and include key information in the process, including card scanning,” shared Buss.

Then there were revenue codes and the chargemaster. There was a variety of things set up incorrectly, which led to a number of billing complications that adversely affected AR days and cash flow.

And finally, the TruBridge RCM product had the greatest impact on improving the revenue cycle. Its claims functionality is sophisticated yet easy to use, with integrated eligibility verification that ensures patients are eligible for the care provided.

In short, once these areas were addressed, billing errors were drastically reduced, which led to faster claim submissions, fewer denials, lower AR days and improved cash flow.



### Building trusted relationships

Buss and Rhoads agreed that there has been great value in the relationships formed with the TruBridge team. “They can foresee our needs,” said Rhoads. “We meet weekly, which keeps me involved and aware of what's going on.” In other words, communication is key. “The team has done a great job keeping us accountable to them, and staying accountable to us.”

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**Looking for similar solutions and results?** TruBridge has the people, products and process optimization needed to improve your revenue cycle. Whether you have a problem with revenue cycle staffing, getting the most out of your current revenue cycle product or correcting broken processes, TruBridge can help. **Visit us at [trubridge.com](https://trubridge.com).**

### ACCOUNTS RECEIVABLE MANAGEMENT SERVICE (ARMS), A TRUBRIDGE SOLUTION

TruBridge has the size, talent and resources to help you meet your financial and customer service targets. Our comprehensive solutions provide streamlined operations leading to reduced A/R days and increased cash collections. Our customers typically see A/R days reduced by 24% and cash collections increased by more than 13%.



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