

Managing Legacy A/R During Epic Conversion for a Houston-based College of Medicine

Background and Challenge

A Houston-based academic college of medicine approached us to help with its patient accounting system conversion from GE Centricity Business to Epic. We were responsible for managing A/R in the legacy system, which increased efficiency and enabled internal staff to focus exclusively on the successful implementation of Epic.

Results

99.7%
Liquidation on over **\$24M**
of accounts placed

17%
Collection rate on inventory
deemed uncollectible due
to age and payer mix

Increased efficiency for
successful conversion
to Epic

Solution

Analysis and Expectations

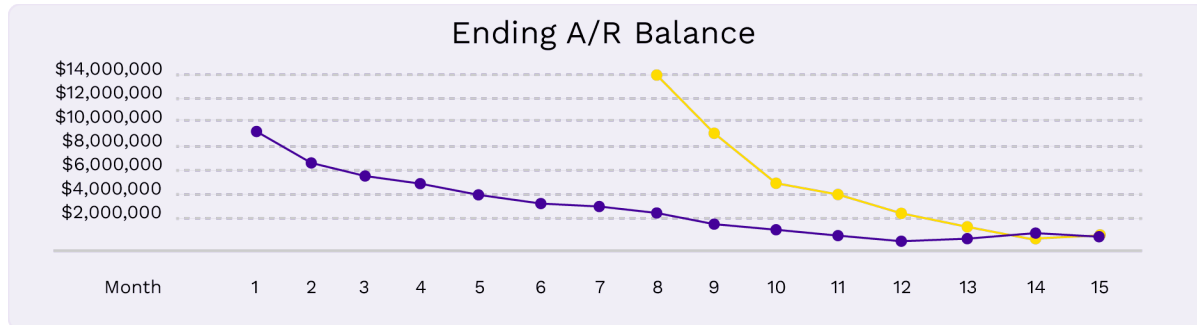
We conducted a thorough analysis of the expected placements across all financial classes and presented those findings to the client, along with a detailed forecast of expected cash collections and liquidation. Our transparent approach to pricing ensured proper financial alignment, including a proposal with dollars-at-risk to guarantee our commitment to the client's liquidation goal.

System and Expertise

Our extensive GE Centricity Business system knowledge was of significant benefit throughout the implementation process. Our experienced staff provided a series of expert recommendations for enhanced system utilization within Epic – all designed to sustain efficient revenue cycle activities.

Outcomes

We exceeded the expected collectability and desired liquidation with the following results.



On account placements totaling \$24M, our liquidation rate was 99.7%. Additionally, on accounts deemed uncollectible due to age and payer mix, we achieved a 17% collection rate. All told, this partnership resulted in efficient wind down of legacy A/R, enhanced new system set up and use, and sustained revenue cycle operations throughout the transition.



This team was brought in to help us liquidate A/R on our GE system as we managed through a conversion of practice management systems. With their exceptional focus and understanding of the revenue cycle, we trusted them to help us maintain our cash flow through the conversion. They did so by successfully liquidating 99% of the A/R placed, exceeding all cash collection projections. In fact, we were so impressed with the performance that we expanded our engagement to support our Epic implementation. Specifically, we assigned troublesome pockets of hard-to-collect A/R. Again, they exceeded our expectations. Their command of the revenue cycle, combined with their work ethic, sets their team apart from their competition. They have been a great partner throughout the entire transition. When we have a need for revenue cycle management services, we will call them.

—Chief Operations Officer