

## Our Values Aligned

Fantastic service, excellent care, and knowledgeable staff made this 80-bed acute care facility a top-rated healthcare provider in this Midwest community. KSB's commitment to "restore, maintain and enhance health" and their vision to "be the community's first choice for health services" were met by our own promise, to help them maneuver complex payer dynamics and provide exceptional financial services to their patients.

### What did we accomplish together?

A partnership built on values means ...

#### When KSB faced:

- A loss of revenue through aged A/R and denials
- Rocky insurance billing and collecting performance
- Reporting gaps
- Challenges implementing a new patient accounting system
- A growing coding backlog
- An anticipated drop in patient loyalty

#### Tegria:

- Augmented staff to work legacy A/R and increased cash collection
- Implemented a provider audit and education program to help improve coding and documentation
- Analyzed data and organized it into an easy-to-understand reporting dashboard
- Led their team through developing a timeline, identifying gaps, and customizing their new system to optimize functionality
- Became an extension of their coding team
- Worked with them to enhance the patient's financial experience

### Our results

- 6% increase in cash collections
- 24% reduction in total A/R
- 46% reduction in Discharged Not Final Billed cases
- 38% above target collections related to legacy system accounts to help stabilize collections throughout the first few months of the new system implementation

### Here's how

Mix in phenomenal culture with high employee engagement, and a two-way partnership and you've got yourself a dedicated partner ready to help you achieve and even exceed your revenue cycle goals.