

# Weill Cornell: A conversion of Epic proportions

**Weill Cornell Medical College** is a high-performing provider in Manhattan, New York with more than 800 physicians. Since 1927, Weill Cornell has also enjoyed a longstanding affiliation with New York Presbyterian Hospital, providing attending physician services.

Operating within the unique and often challenging New York market, Weill Cornell’s financial classes include all payers—Medicare, Medicaid, Commercial, Workers’ Compensation and managed care, among others.

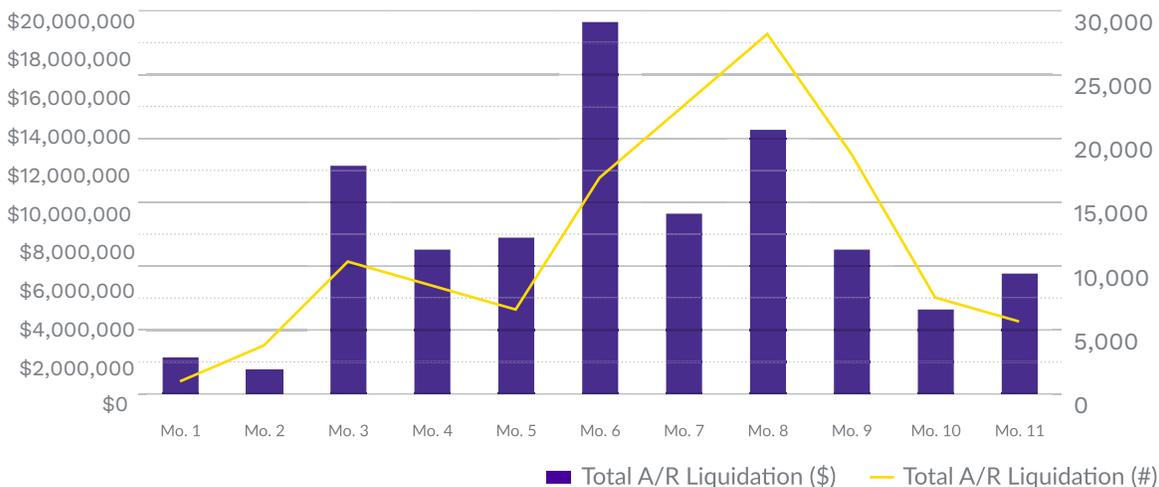
World-renowned in academic medicine, Weill Cornell is committed to delivering outstanding patient care with compassion at every interaction.

## Challenge

As Weill Cornell moved forward with Epic Resolute Professional the goal of this major system conversion was to maximize efficiency and productivity during the move to Epic. Tegria’s robust analytics became crucial to achieving this goal.

## The Results

In just 10 months, Tegria and Weill Cornell **liquidated \$97.8M, meeting our goal of achieving a liquidation rate of 100%**. And, with \$12.4M added back to its bottom line, Weill Cornell now enjoys a more viable, cash-healthy revenue cycle to complement its new patient accounting system.



**Added value**

While Tegria's highly-educated revenue cycle representatives worked claims and cleared edits for Weill Cornell, we simultaneously:

- Identified and suggested pockets of A/R to liquidate
- Efficiently managed denials
- Closely monitored quality assurance and productivity

**Solution**

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By looking closely at Weill Cornell's placements across payers, we forecasted expected cash collections and liquidation, then set an aggressive yet attainable time frame to meet Weill Cornell's liquidation goals.

Our promise of transparency at every stage, our long-standing history and experience with Weill Cornell's prior patient accounting system, and our familiarity in the New York market steered this thriving partnership from its outset. Tegria worked the day-60 A/R rundown operation in the original system—three large placements as well as daily placements totaling 139,800 invoices valued at \$97.8M. This freed Weill Cornell staff to successfully implement the new system and handle newer balances in Epic. Together, we sprinted toward our shared goal of sun-setting the prior system a mere 10 months after the first placement of accounts with Tegria.