



# Revenue Cycle Services

Transform your business by unlocking the full potential of your revenue cycle

A high functioning revenue cycle is seamlessly embedded throughout the organization, delivering more than on-time, in-full collections. Done well, it also enhances patient experience, delivers margin improvement, enables organizations to take on more risk-based care, and provides key support for strategic decisions. More simply, your revenue cycle has the potential to transform your business.

- ▶ **EHR-Driven Transformation:** Design the system you need and elevate your team's performance to take full advantage of it.

From initial planning through post-live stabilization, Impact Advisors' experts guide the essential collaboration between IT and revenue cycle teams to design and build the EHR you envisioned and optimize workflows to fully leverage its power.

- ▶ **Operations-Driven Transformation:** Empower your teams to exceed performance objectives.

Impact Advisors' revenue cycle experts work with your revenue cycle and clinical teams to uncover and implement workflow improvements that will positively impact financial performance and patient interactions. Then, we build our solutions directly into the tools your teams use, utilizing automation where appropriate.

## Bridge strategies and solutions designed to give you a leg up while maintaining control

We offer finite solutions and experienced resources to help you achieve specific goals or metric targets, such as reducing AR over 90 days. Our objective is to design and implement a solution – supplementing your team with skilled resources, if needed – and deliver a plan to help your teams gradually assume ownership.

- ▶ **Staff Augmentation:** Skilled resources fill vacancies or temporarily supplement teams.
- ▶ **Interim Leadership:** Experienced revenue cycle executives will manage operations until you find the right person for the role.
- ▶ **RC Operations Management:** Targeted or comprehensive outsourcing solutions, including designing, staffing, managing, and scaling your operation.

*"Impact Advisors brought real world experience to the unique environment of [our organization] and they were instrumental in driving the work forward on time and on budget."*

Director Revenue Cycle/PFS

### Our Client Impact

We deliver *measurable value* across the revenue cycle management spectrum:

- 3-4% improvement in net patient revenue
- Top quartile EHR conversion metrics, which helps pay for implementation
- Improved patient experience, satisfaction, and loyalty
- Enhanced [analytics](#) to support investment decisions and evaluate risk-based contract models

See page 2 for actual client results.

### Our People Are the Difference

Our multi-faceted experts have both the real-world operations experience and technology expertise needed to fully understand the impacts of each decision made. They listen, challenge, adapt, and remain focused on your best interests, working side-by-side to implement the fixes and ensure your team's long-term success.

EMAIL OUR EXPERTS  
OR CALL 800-680-7570



Each organization and its challenges are unique. A brief conversation will enable us to offer specific recommendations.

### CONNECT WITH US

Visit [Impact-Advisors.com](http://Impact-Advisors.com) to learn more or connect with us on social media.



# Our Client Impact

## Client A

is a nationally recognized academic medical center, comprised of a 650-bed main campus hospital and network of outpatient healthcare centers.

### Key Value Delivered:

- Reduced net incoming denials monthly by **\$10.2M** and achieved **\$14.4M** in annual avoidable write-off benefit
- Reduced Hospital Billing A/R Days by **7.7 days\*** (4.4% primary denial rate reduction)
- Reduced Professional Billing A/R Days by **12.1 days** (6.5% primary denial rate reduction)\*
- Eliminated **\$8.1M** backlog of remittance posting/reconciliation for Outpatient Retail Pharmacy, reducing A/R Days by **21.1 days**

\*Client A ranked among Top 25% compared to similar Epic clients for these specified KPI categories.

## Client B

is a private, not-for-profit clinical research center, hospital, and graduate medical school.

### Key Value Delivered:

- Delivered **\$55 million** in margin improvement over a 15-month period
- Improved Cash Collections by **\$96M**
- Increased Avg Daily Cash by 4%
- Reduced A/R Days by **8 days**
- Reduced First Pass Denials by 2%
- Reduced Patient Access Unbilled A/R by **\$8.5M**
- Established governance
- Eliminated backlogs
- Standardized workflows based on best practice

## Client C

is a health system consisting of 14 hospitals, 230 ambulatory facilities, urgent care centers, and long-term care and hospice facilities.

### Key Value Delivered:

- Reduced A/R by **\$62M**
- Reduced A/R >90 Days by **\$37M**
- Reduced Open Denials by **\$54M**
- Reduced DNFB by **5.2 days**
- Improved Monthly Charge Capture by **\$7M**
- Reduced Open Claim Edits by **\$16M**
- Served in two interim leadership roles: Director of PB and System SVP of RC
- Designed and deployed cash management and reconciliation processes and retrospectively reconciled 12-month backlog of variances

## Client D

is a leading administrative service provider for ophthalmology practices and ambulatory surgery centers.

### Key Value Delivered:

- Improved patient balance collections by **\$6M**
- Increased copay collections from 56% to 95%
- Increased prior balance collections from 10% to 70%
- One time credit balance reduction of **\$430K**
- Provided AR bridge resources focused on reducing A/R >120 days

## Client E

is a large integrated health system with three hospitals and more than 50 outpatient locations.

### Key Value Delivered:

- Reduced cost from 5.25% to 3% (of NPSR)
- Achieved **\$4M** in patient balance collections improvement
- Drove **\$4M** in denials reduction and improved insurance balance collections
- Reduced A/R Days by **7 days** or 15%

*"Impact Advisors did their best, but consultants can only do so much. Most consultants usually look under the hood and come back with a presentation of what we should do and how we should do it. But Impact Advisors worked elbow to elbow with my staff. Impact Advisors was in the trenches with everybody to make sure things got solved. They were more engaged and involved than any other consultant group I have seen."*

Vice President  
(klasresearch.com / Dec 2021)