

Baptist Case Study

Arkansas' Baptist Health Applies RevClaims' Industry Knowledge to Expedite Burdensome Liability Claims

For almost a century, Little Rock-based Baptist Health has delivered the finest quality healthcare, earning its reputation as an industry leader in patient care. With more than 175 points of access, including eight hospitals, rehabilitation facilities, family clinics and therapy and wellness centers, Baptist Health is Arkansas's most comprehensive healthcare system.

As Baptist's reach continued to grow, the complexity in recovering injury and workers' compensation claims also increased. In early 2012, the organization's vice president of revenue cycle services resolved to find a way to increase revenue, while also streamlining and accelerating the recovery process.

After interviewing several potential partners, Baptist selected RevClaims because of its vast legal expertise. In the past, the lack of internal legal knowledge prevented Baptist from maximizing recovery for these complicated claims and ultimately, led to lost revenue opportunities.

Until recently, Baptist Health operated using a legacy system with limited capabilities. Because RevClaims utilizes an advanced

proprietary technology platform, it was able to accept electronic claims as any other payer. This enabled Baptist to employ its existing system and setups throughout the initial onboarding process. The organization has since converted to a new platform system, and through that entire transition process, RevClaims was once again able to work hand-in-hand with Baptist's IT staff to ensure seamless integration.

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The vice president of revenue cycle services at Baptist can attest that the initial three-year partnership with RevClaims delivered excellent results for the Arkansas health system. Within the first year of the

partnership, Baptist saw a hefty increase of \$600,000 each month in injury claims recovery.

According to Baptist staff, it was RevClaim's expertise that leveled the playing field when dealing with personal injury attorneys and ultimately expedited the cumbersome payment process related to injury and workers' compensation claims. ▶

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Stillwater Case Study

Stillwater Medical Center Handles Frustrating Injury Claims Cases With Ease With Help From RevClaims

Stillwater Medical Center and Clinics, a regional hospital and network of clinics, serves north central Oklahoma. Because of the growth of the health system, there's less time to focus on expediting the recovery of outstanding injury and workers' compensation claims, which can stay on an organization's accounts receivable for months, and sometimes, years at a time.

The Oklahoma hospital is not alone in this problem. Receiving payments for liability claims is a common challenge for health systems nationwide. The process through which most providers get paid for claims from things like automobile accidents, slips and falls, burns, catastrophic injuries or work-related injuries can be challenging.

That's why in late 2012, after much frustration over the recovery of its workers' compensation and liability claims, the corporate business office director for Stillwater Medical Center turned to RevClaims to manage and ultimately, improve its overall collection efforts. The well-respected third party injury claims company's goal is first and foremost to increase profitability for its clients by assisting them with the recovery of revenue stemming from injury and workers' comp claims.

Once the relationship was formed, RevClaims quickly got to work for Stillwater Medical Center by:

- Implementing its proprietary technology platform to receive claims from the hospital and its clinics
- Becoming intimately familiar with the medical center's system

- Becoming a resource and valued partner to Stillwater Medical Center's revenue cycle team to ensure a smooth transition

The partnership officially began in March 2013, and the corporate business office director was thrilled with the immediate success of the program, but even more so by the openness and flexibility demonstrated by the RevClaims team. In fact, this was attributed as the primary reason why RevClaims has been so well received and successful across Stillwater Medical Center in dealing with these types of challenges.

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Since implementing RevClaims to guide part of its updated billing initiatives, Stillwater Medical Center has seen a noticeable difference in revenue gain, specifically relating to injury and workers' compensation claims. Payment for these cases has been expedited and the RevClaims team recovers close to 100 percent on many of the claims.

And because the client portal has been so simple to use, it's easy for RevClaims and Stillwater Medical Center to share correspondence back and forth, which is especially convenient for the hospital given the organization's ongoing shift toward digitizing medical records.

Perhaps the most telling sign of success for RevClaims in this case, is the hospital's open appreciation for the adaptability shown by RevClaims and its team's willingness to not only share information, but also the vested interest the company has taken in the financial success of Stillwater Medical Center. ▶