



Optimizing patient collections using analytics & IVR

A BOSTON CHILDREN'S HOSPITAL REVENUE CYCLE SUCCESS STORY



Kristie Wohlander,
Vice President
Revenue Cycle Shared Service Center
at Boston Children's Hospital

Monica Agate,
Vice President
Strategic Accounts
at RevSpring

1

About Boston Children's Hospital

Shared Service Center within the Physician organization at Boston Children's Hospital, was created in June 2016 to align and centralize the Physician Billing and Collections effort on behalf of the 17 foundations and 1200 providers that render services within the Boston Children's Hospital organization



Boston Children's Hospital
Until every child is well®

Vision and mission

For over 150 years, Boston Children's Hospital has maintained the same vision: to advance pediatric care worldwide. Our four-part mission is to:

- provide the highest quality of health care
- lead the way in research and discovery
- educate the next generation of leaders in health care
- enhance the health and well-being of the children and families in our local community



Copyright © RevSpring, Inc.

2



Business Challenges

- Improve patient/family experience by reducing multiple points of contact
- Reduce Cost
- Leverage Technology
- Future State - Enterprise Customer Service & Self Pay Management

3

A photograph of a medical consultation. A female doctor in a white coat and stethoscope is examining a young girl with a stethoscope. The girl is smiling. A woman, likely the girl's mother, is standing behind her, also smiling. The background shows a medical office with a scale and a colorful poster.

OUR SOLUTION

Patient Experience



Propensity to Pay



Personalized Messaging



Self-Service Payment Portal



Inbound and Outbound IVR



Dashboards

4

OUR SOLUTION

Cost Savings



Bring operations and technology **in-house**



Saved \$750K annually



Collection rates remained constant With better patient experience



5

OUR SOLUTION

Leverage Epic Environment

Integrating IVR to Epic Payments

6

OUR SOLUTION

Enterprise Billing Experience



PersonaHealth

AMOUNT NOW DUE
\$3,250.00

PRIMARY INSURANCE: BCBS of Florida SECONDARY INSURANCE: Commercial TOTAL CHARGES \$18,050.00 PAYMENTS & ADJUSTMENTS -\$14,800

Your Detail of Services

Amount Now Due: \$3,250.00
That you now owe

PATIENT NAME	DATE	DESCRIPTION	CHARGE AMOUNT
JAMES SMITH	03/01/22	EMERGENCY ROOM	\$1,200.00
	03/01/22	LABS	\$600.00
	03/01/22	ERGIES	\$400.00
	03/01/22	INSURANCE PAYMENT	-\$1,200.00
		ENCOUNTER BALANCE DUE	\$1,200.00
JAMES SMITH	03/01/22	ANESTHESIA	\$1,200.00
	03/01/22	OPERATING ROOM SERVICES	\$600.00
	03/01/22	PHARMACY	\$1,200.00
	03/01/22	RECOVERY ROOM (7A/01/22 - 7/1/22)	\$1,200.00
	03/01/22	INSURANCE PAYMENT	-\$1,200.00
	03/01/22	INSURANCE PAYMENT	-\$6,000.00
		ENCOUNTER BALANCE DUE	\$2,400.00
JAMES SMITH	03/01/22	SUBSEQUENT FOLLOW-UP CARE LVL II	\$20.00
	03/01/22	VENIPUNCTURE, ARM SWAN	\$50.00
	03/01/22	PATIENT PAYMENT	-\$5.00
	03/01/22	INSURANCE PAYMENT	-\$25.00
		ENCOUNTER BALANCE DUE	\$0.00

If you would like an itemized listing of your hospital charge, please contact our office.

Billing questions or an itemized bill request?
Call PersonaHealth Patient Financial Services at 651.287.8200
9:00am to 12:00pm and 1:00pm to 4:00pm, Monday through Friday.

7

What do you like the best?

Strategic IVR Campaigns Epic Payment Integration Improving Patient Behavior with the Right Campaigns

8



Results

🎯 **Saved \$750K** annually

🎯 **Reduction** in bad debt

🎯 **Maintained the same collection rate** even with an increase in patient responsibility balances

🎯 **Positive** staff response and engagement

9

Top Lessons Learned



10

Next Steps

Enterprise Customer Service & Self Pay
using Epic Payments



Adding Propensity Scoring
for the hospital

Consolidated Statements

Epic Integration
with RevSpring IVR

Digital Engagement

Copyright ©
RevSpring, Inc.
11

11

Final thoughts and...
QUESTIONS?

Copyright ©
RevSpring, Inc.
12



For inspiration
follow us on
[LinkedIn](#)

12