



# CASE STUDY

## ARDENT HEALTH SYSTEMS

**PROVIDER PROFILE** | **TYPE:** *For-Profit Hospital System* | **BED SIZE:** 50-350

### SITUATION

The owner and operator of 15 medical/surgical hospitals relied on various contract management systems at its different facilities across the country until it replaced the individual systems with one fully automated claims review process – and collected more than \$7 million in underpayments in just seven months.

Before engaging Accuro, a MedAssets company, Ardent Health Services facilities used various contract management systems, depending on their location and their individual system. This resulted in several problems: hospitals were not capable of handling complex contract terms and conditions, therefore, complex claims had to be analyzed manually; the software was PC-based and had to be updated on each computer every time upgrades were available – sometimes at additional costs; and hospitals were not able to run extensive on-demand reports.

Ardent Health Services engaged Accuro to perform pilot projects in two hospitals in October 2002 and January 2003.

### OBJECTIVES AND OUTCOMES

Immediately upon implementation of the pilot project, Ardent was able to identify issues that caused claims to be underpaid and establish a more formal process to re-bill the claims and file appeals. Today, the Accuro Contract Manager system is standard in nearly all Ardent facilities – and the number of claims per facility per year ranges from 1,000 to 600,000. In total, Accuro reviews more than one million claims a year for Ardent facilities.

“Each facility has benefited from a streamlined claims review process and the ability to effectively monitor payments from all payors, enhancing productivity and financial performance – and doing so with fewer outside resources, which results in a net savings,” said Valerie Woodbury, Ardent director of Revenue Integrity.

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Accuro Contract Manager's Contract Modeler tool is especially helpful, she said. "Contract Modeler enables us to make several enhancements," Woodbury said. "We are able to address improper billing issues sooner. We communicate better with the people responsible for verifying payments and contract negotiations, and we help them more fully understand contract specifications."

"Contract Modeler defines what is really being said in the contract and highlights terms that may be vague, misunderstood, or written improperly. If we don't understand what the contract says, we won't be able to claim the money that is due to us for services we have provided," Woodbury said.

### **ABOUT ACCURO, A MEDASSETS COMPANY**

Accuro's revenue management solutions help providers achieve optimal financial results in an era of diminishing resources and expanding regulatory complexities. Our Web-based tools help maintain an accurate chargemaster to improve reimbursement and ensure compliance; calculate expected payment; address transparent pricing issues with rational, yet optimum prices; monitor and manage payor performance, and deliver pioneering business analytics, including denials management.