



# CASE STUDY

## COOPER UNIVERSITY HOSPITAL

**PROVIDER PROFILE** | **TYPE:** *Not-for-Profit* | **BED SIZE:** 500+

### SITUATION

With thousands of claims to process annually, a more than 500-bed, not-for-profit hospital engaged a powerful contract management solution to identify managed care underpayments and a team of recovery specialists to recapture them. In addition to finding an average of \$50,000 in potential recoveries a day, the facility reduced accounts receivable by 20 days over the course of 36 months.

Before adding the Contract Manager tool from Accuro, a MedAssets company, Cooper University Hospital in Camden, New Jersey, lacked a process to ensure it was being paid according to the terms of its contracts. Further, staff didn't have the resources to work aged accounts in a timely fashion. As a result, the facility knew it was leaving significant revenue on the table.

In 2005, Cooper began leveraging Accuro's Web-based, automated claims review tool throughout its patient financial services and managed care departments. It also engaged Accuro's Recovery Services team to help recapture underpayments and work aged accounts.

### RESULTS

The facility realized a near immediate impact and continues to reap the benefits of an accelerated revenue cycle. In addition to streamlining the claims review process and recovering underpayments that would have otherwise gone undetected, Cooper has cut A/R days from 60 to 40 – adding an estimated \$36 million to its bottom line.

According to Bob Perry, director of patient financial services, Accuro Contract Manager played a significant role in this reduction. "With Accuro Contract Manager, we now have the ability to run daily reports showing payment activity, including any variance from the expected reimbursement," he said. "As a result, we have a snapshot of who is underpaying on any given day, which allows us to proactively address these issues with the payor."

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The tool, which allows Cooper's more than 150 users to quickly drill down to identify payment trends, create prioritized account worklists and set reminders for aging accounts, also has been instrumental in several large payor settlements that resulted in the recovery of more than \$3.8 million. In some cases, Accuro Contract Manager uncovered a payment trend, enabling Cooper to have discussions with the payor, while in others it helped staff quantify the impact of existing reimbursement issues.

To maximize the effectiveness of Accuro Contract Manager, Cooper draws upon the expertise of Accuro Recovery Services. Working on a contingency basis, a team of experienced professionals collects underpayments identified by the application's Collections Tracking feature. In addition to focusing recovery efforts on aged underpayments, the Accuro Recovery Services team often takes a second look at processed claims to identify missed revenue and works the department's most challenging accounts after other resources have been exhausted. These efforts resulted in the recovery of \$1.8 million in underpayments in 2007 alone.

"We find tremendous value in Accuro's ability to work an account the minute it becomes underpaid," said Perry. "Combining the power of Accuro Contract Manager with the expertise of the Accuro Recovery Services team has allowed us to better understand the specific elements of managed care underpayments and address them in a more timely fashion."

As a result of their success with Accuro's products and services, Cooper recently implemented Accuro CarePricer®, a Web-based tool that uses historical claims data and patient benefit information to provide highly accurate point of access estimates.

"In our experience, Accuro's products not only provide us with the tools to collect contractually-owed revenue but also give us greater confidence in our ability to accurately forecast," said Perry. "We strongly believe this product will prove equally successful."

### **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.