

CASE STUDY

ST. VINCENT MEDICAL CENTER

PROVIDER PROFILE | **TYPE:** *Not-for-Profit* | **BED SIZE:** 347

SITUATION

A 347-bed, not-for-profit hospital that relied on labor-intensive manual review of claims switched to a Web-based system and experienced a \$2.1 million increase in first quarter cash collections and greater overall confidence in its financial reporting.

St. Vincent Medical Center in Los Angeles, a member of the Daughters of Charity Health System, reviewed payments when they came in, compared the EOB with the contract and then made any adjustments manually. Like any manual process, it was often slow, inefficient and unwieldy. “We never quite got our arms around it,” Frank Bryan, manager of Patient Financial Services, said. “We never completed the review of EOBs on time. Staff had to work overtime. It was a vicious cycle to deal with.”

The hospital engaged Accuro, a MedAssets company, in June 2005 and saw immediate results.

OBJECTIVES AND OUTCOMES

Accuro Contract Manager has had a positive impact on St. Vincent’s bottom line at all points along the revenue stream. During the period January through March 2006, the medical center’s collections were up \$700,000 a month – or \$2.1 million – with similar claims volume from the same period in 2005.

Using Accuro Contract Manager has resulted in improved admitting and medical records accuracy, increased CDM accuracy and timeliness, and improved the ability of clinical staff to capture appropriate charges.

Staff resources are allocated more appropriately and productivity is more consistent. “We’re making more effective, more productive use of our staff resources,” Bryan said, “and we are more consistently meeting minimum expectations of collections staff. More importantly, the collections staff trusts the Accuro data. We’re not focused on reviewing EOBs, we’re focused on evaluating contracts.”

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Bryan also identified another major benefit of Accuro Contract Manager – an increased level of comfort in the medical center’s reporting of net revenue at month end. Other benefits include the ability to:

- Access one source to retrieve and review contracts, and validate a baseline to determine how the expected payment was calculated;
- Identify incorrect payor codes or mapping issues as well as discrepancies between expected reimbursement and payment;
- Achieve a more comprehensive grasp of bad debt and confidently move accounts through the collections process;
- Calculate expected revenue at the front end of the revenue cycle, rather than the back end; and
- Have confidence in the accuracy of the financial reporting.

“We have completed multiple validations of Accuro Contract Manager, and they all report the same conclusion: Accuro is accurate. This is a major consideration for a hospital like St. Vincent that is accountable to a larger system,” Bryan 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.