

Case Study

*Claims Management Suite
Customer Success Story*

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CLAIMS MANAGEMENT SUITE

Customer Success Story

BACKGROUND

The client hospital, located in the Northeastern U.S., is a 196-bed acute care facility and urban medical center that has been serving the surrounding community since the early 1900s. Since then, the hospital has continued to expand its services making it the premier healthcare provider in the area.

THE CHALLENGE: OUR OPPORTUNITY

GAFFEY Healthcare was called upon by the facility due to the proven expertise and results that their solutions have been driving with healthcare providers for the last 25 years. Just prior to implementation, the business office's existing claims management solution crashed, with no back-up data or disaster recovery plan from their current vendor, a prominent revenue cycle software provider. The hospital again turned to GAFFEY in hopes of an emergency plan as well as a long-term solution to improve overall Revenue Cycle Performance.

THE GAFFEY HEALTHCARE SOLUTION

GAFFEY created an interim solution that allowed the hospital to resume business office operations in less than one week. In tandem with the interim solution, GAFFEY quickly installed Claims Management within 30 days to provide a long-term billing solution. GAFFEY also implemented a long-term, scalable disaster recovery plan eliminating risk of any claim info or data loss in the future. The medical center would now have GAFFEY's full suite of software and services to manage their billing, eligibility, remittance, and denial management process.

BUSINESS RESULTS

Increased net revenue by \$1.2M EACH WEEK for the first 8 weeks after implementation for an immediate impact of \$9.6M in the first 60 days.

- First year incremental revenue improvement of \$14.6M overall.
- Significantly increased year-over-year revenue despite decline in patient volume from the prior year.
- Significantly reduced AR days and increased productivity by 30%.
- Concurrently, GAFFEY converted UB files into current 837 file formats making the hospital 837-5010 compliant, at no additional cost.

"GAFFEY'S solutions drive better performance than any other solution in the marketplace - clean claims, AR Days, net revenue – by any metric or measure." – VP of Finance

SUMMARY

FACILITY:

- Short-term Acute Care

BEDS: 196

PROBLEM:

- Previous billing system performed inadequately and failed with no back-up system in place

SOLUTIONS DEPLOYED:

- Claims Management
- Eligibility
- Remittance
- Denial Management
- Disaster Recovery

RESULTS:

- \$1.2M increase in net revenue per week for first 8 weeks after go-live
- \$14.8M incremental revenue growth in first year despite patient volume reduction
- Considerable reduction in AR days
- 30% increase in business office productivity

