

Case Study: Accounts receivable wind down

35%+ reduction in AR days



Client Background and Context

Leading supplier of Health Information Technology (HIT) Solutions & Services. Client was -

- Working on an AR and adjustment clean-up project for AR > 360 days for a provider client
- Looking for partners to support clean up of outstanding AR through deployment of proprietary workflow engines, processes and people



Solution



Implemented proprietary tool Know Your Inventory (KYI) to strategize AR focused actions on weekly basis



Robust planning methodology through inventory quartiling, plan of attack and clear WFM plan



Deployed 300 in-house FTEs including subject matter experts



Impact Delivered

Performance



35%+ reduction in AR from 90 to 56 days



5 days TAT achieved for all denials



100% allocated inventory wind down completed within 12 months

Financial



20% increase in client collections to reach \$6 Mn