

Case Study: Disaster Averted. Hospital Credit Balances Resolved



Client: A large RCM company servicing over 4,400 hospitals and physician groups nationwide.

Challenge

- Company acquired contract from a hospital, with over \$123 million in A/R
- Over \$32 million in credit balances
 - Incorrectly posted payments
 - Patient overpayments of over \$3.75 million
 - Contract manager issues
- Compliance risk due to credit balances not resolved in a timely manner
- Credit balance accounts growing at an alarming rate
- Distorted A/R due to unresolved credits
- Instant requirement of reducing credits from \$32 million to under \$15 million

The GeBBS Solution

GeBBS has maintained a team specialized in resolving credit balances since 2010. The team is comprised of highly-qualified individuals with a hospital accounting background and strong analytical skills. As part of the implementation, an experienced GeBBS transition manager was deployed on site to understand the clients existing workflow. A team of 18 FTEs were assigned to analyze the credit balances and identify root causes.

Highlights of the solution include:

- Detailed study of credit balance accounts and payment posting processes
- Review of ERS rules engine on the client's billing system and process improvements
- Account balance based resolution strategy implemented
- Patient credits moved to outstanding patient accounts
- Incorrect contractual adjustments reversed
- Unclaimed property worth \$4.5 million adjusted within three business days

Results

- Credit balances reduced from \$32 million to \$15 million in 45 days
- Process improvements made to prevent new credits
 - Replacement of contract manager to ensure correct contractual adjustments
 - ERS rules engine updated to prevent automated posting that would create new credits
- Further reduction from \$15 million to under \$6 million in 90 days
- Old credits over six months resolved on priority
- Compliance risks mitigated

GeBBS credit balance analysts are among the most experienced revenue cycle consultants in the industry. They undergo a rigorous selection and training process to ensure they can handle complex credit balances cases.

**Are credit balances impacting your A/R?
Contact Us Today!**



GeBBS team provides value-added credit balance resolution services.

Key Features

- 150+ experienced credit balance analysts
- 30% average cost savings of managing credits
- Secondary billing opportunities
- Increase compliance
- Increase profits
- Scalable: quick ramp up, flexible deployment models
- Focus on process improvement: prevent new credit balances

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