

Building Enduring Partnerships with Critical Access Hospitals



25-bed Liberty, TX based Critical Access Hospital



51-200 Employees



Hospital, Rural Health Clinic, Dietary Services, Lab, PT, Rehabilitation, Swing Bed Program, Emergency Care

HIGHLIGHTS

- Serving the hospital for over 8 years
- Supporting the Administration and Board as a strategic partner
- Providing comprehensive support beyond the scope of contract
 - System transitions and setup
 - Cash reconciliation processes for affiliated entities
 - Special report/data mining requests
- Providing value-added consulting and support wherever needed



BUSINESS CHALLENGES

In 2009, Liberty Dayton Regional Medical Center (LDRMC) experienced several transitions in ownership and management companies. In 2012, LDRMC's new management company recommended EqualizeRCM to the Board to provide outsourced billing and collections. Since then, EqualizeRCM has become LDRMC's preferred revenue cycle vendor and a committed partner.

For over 8 years, EqualizeRCM has provided a range of revenue cycle services from medical coding through patient statements. EqualizeRCM highly experienced team is fluent in Medicare, Medicaid, critical access and RHC billing and works on practically all patient accounting systems. EqualizeRCM uses its experience and its size to surge resources and deliver industry leading performance with the insurance AR in 90+ being at 10%, days in AR at around 32 days, etc. As a result, Liberty has benefitted from solid, consistent, and excellent billing and collections services for almost a decade.

But Liberty has come to trust in and rely on EqualizeRCM to deliver much more. Successfully managing a CAH has only become more complicated and challenging over the past decade. CAH Boards and Administrators need greater access to expertise and resources. Liberty has been able to turn to EqualizeRCM to help navigate the changing payer and billing landscape as well as to support key initiatives.

Over the years, EqualizeRCM has helped Liberty:

- Convert to Cerner Community Works including system builds, implementation testing, clearinghouse set up and managing legacy AR wind down,
- Manage through Texas Medicaid transitioning into Medicaid Managed Care, as well as Medicare intermediary changes,

- Adjust to changes in Liberty personnel and fill temporary gaps,
- Support its nursing home management program; e.g., developing cash reconciliation and funding transfers between LDRMC and 25 affiliated Nursing Homes,
- Work with payers; e.g., resolving payer payment issues directly with payers' representatives, and
- Supporting LDRMC on numerous special projects including:
 - Presumptive Charity Care Scoring
 - UC – Uncompensated Care
 - Medicare Bad Debt for Cost Report

RESULTS

LDRMC's Board, management company, and Administrators have successfully steered LDRMC for the past decade through near-constant change. Along the way, EqualizeRCM has been a committed partner helping to achieve better performance, increase revenue and enhance compliance. The partnership has led to consistently achieving superior revenue cycle benchmarks:

- Insurance AR 90+ has been maintained at 10%
- Insurance Days in AR hovered around 32
- Unbilled days stayed less than 3

Most importantly, EqualizeRCM has been not just a vendor for LDRMC, but a true partner for the facility for over 8 years. EqualizeRCM cares about the success of its clients and enabling them to continue the critical mission of providing excellent community healthcare.

“

EqualizeRCM has been our trusted partner for almost a decade. They have supported our facility through multiple administrative changes, system conversions, etc. Their support allowed us to maintain financial stability during these times. We consider them to be a tried and true partner.

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Rachel Bordes

Director of Revenue Cycle Management
Liberty Dayton Regional Medical Center

EQUALIZERCM'S SOLUTIONS

- Consulting
- Credentialing
- Medical Coding
- Billing and Collections
- Denial Management
- Extended Business Office Services
- RCM Automation

ABOUT EQUALIZERCM

EqualizeRCM provides a full range of revenue cycle services including consulting, credentialing, medical coding, AR wind down, and extended business office services to rural hospitals, physicians, ASCs, and other providers nationwide. EqualizeRCM works on its clients' selected patient financial management systems to make a seamless transition. Contact us today to discuss how EqualizeRCM can help power your revenue cycle results at Darya.Khripkova@EqualizeRCM.com.