SCALE Case Study

Size

400+ Employees

Location GA

Specialty Primary Care

Services Deployed

Executive Search

Revenue Cycle

Management

Interim Leadership

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Financial System & Reporting

Coding & Clinical Compliance

Interim CFO and Revenue Cycle Management Consulting

Client Profile

Overview

- + Our Client was missing a CFO and had inexperienced coding staff with less than 4 months collective experience.
- + 18 of their providers were not credentialed and they were having Allscripts integration issues, inaccurate payment posting issues by PM team, and coding was subpar.
- + Our Client needed assistance hiring qualified leadership in RCM and we were asked to assess the skill level of RCM team as well as creating a KPI Dashboard.
- + SCALE was also asked to establish benchmarks for achieving KPI's and create SOP's and provide analysis of denials and process improvement.

Execution

- + SCALE determined what benchmark metrics to measure for optimal revenue results.
- + We provided a data driven performance review and a developed a power BI tool to provide weekly executive AR reporting.
- + We developed polices to streamline a process and cross train staff.

Results

- + SCALE deployed an Interim CFO and developed KPI's and SOP's to track performance and establish process.
- + We interviewed and hired an RCM Director.
- + We continued our talent search with Manager-level and CPC's with at least 3 years' experience in the pipeline.
- + We identified quantitative issues with skill and knowledge of Client's current RCM team as well as PM supportive help.



SCALE prides itself in developing customized solutions for its clients and helping physician groups grow and thrive in a challenging marketplace. Now, we are ready to help you. We look forward to sharing examples of how we have helped our clients and invite you to schedule a 1-on-1 complimentary consultation with us.

Contact Doug Driver at ddriver@scale-healthcare.com or (919) 280-0901 to continue the conversation.

www.scale-healthcare.com