

# Interim CFO and Revenue Cycle Management Consulting

## Client Profile

### Size

400+ Employees

### Location

GA

### Specialty

Primary Care

## Services Deployed



### Executive Search



### Revenue Cycle Management



### Interim Leadership



### Financial System & Reporting



### Coding & Clinical Compliance

## 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.