

# RCM Consulting – Primary Care

## Client Profile

**Size**  
400+ Employees

**Location**  
GA

**Specialty**  
Primary Care

## Services Deployed



**Revenue Cycle Management Consulting**

## Overview

SCALE was engaged by our Client to improve their overall performance in RCM and:

- + Assess the RCM department's overall functionality including the skill sets of the team members
- + Assist in interviewing Director and manager of RCM
- + Make recommendations on policy changes/adds
- + Assist in updating RCM procedures and processes
- + Update/ Implement workflow process
- + Increase the overall RCM performance
- + Draft SOP's
- + Deliver industry standard KPI's

## Execution

- + SCALE was engaged to assess and make recommendations on ways to improve the overall performance of our Client's RCM team, and evaluate Allscripts performance in lifting or elevating the Client's overall financial situation
- + We tracked the following weekly key metrics in our financial analysis:
  - + Denials management
  - + Coding
  - + Eligibility
  - + Payment posting – performed by Allscripts
- + SCALE utilized a practical and collaborative approach with the CFO/Director and support personnel to develop and expand the overall performance of the RCM department, using data to drive changes to processes and grade performance of RCM and Allscript team members
- + We reviewed policies as they related to the RCM department, overall operations of the department, and their impact on the financial deliverables

## Results

SCALE developed the following KPI's, setting and meeting industry standard goals for our Client:

- + Coders 98% accuracy
- + Denials Management: No more than 15% AR in >90 day bucket
- + AR follow-up specialists: resolving payable claims within 35-45 days
- + Medical records turnaround within 30 days
- + Developed SOP's
- + Streamlined the AR work queues for optimized return
- + Decreased claim lag time to 6 days
- + Decrease AR >90 day buckets to less than 20% overall outstanding debt
- + Front end coding accuracy at 62% vs 27% at start

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 Bobby Trenczer at [btrenczer@scale-healthcare.com](mailto:btrenczer@scale-healthcare.com) or (914) 714-2873 to continue the conversation.**