Transforming the Revenue Cycle Organization at University of Colorado Health

University of Colorado Health

Revenues: Over $5 B  
Capacity: 1,600 in-patient beds, 100 clinics  
Employees: 17,000  
Client: Melissa Greer – Vice President, Revenue Cycle

Summary
University of Colorado Health (UCHealth) partnered with Acclara as an extension of its revenue cycle management team to help deliver the capabilities and expertise to increase collections and reduce bad debt while also improving the experience, satisfaction and loyalty of patients.

The Challenges of Growth
At a critical stage in its growth, UCHealth was on the verge of tripling in size in less than two years. In the process, it needed to convert 9 different patient billing and accounting systems into a single, universal platform, Epic. Given how much the collections process can impact the patient experience, UCHealth also needed a partner to effectively resolve patient-customer issues, accelerate and increase cash, and help maintain the health of the revenue cycle as the organization grew.

Why Acclara Solutions?
From the CEO down, UCHealth’s culture and people required a true partner, not just for revenue cycle management but for customer care. They also needed a provider who would not only be accountable, but who would set the standard for what “right” looks like.

Patient-focused
Treating patients as customers, with respect and understanding

Pragmatic
Never losing sight of the financial requirements for the business

Proven
Extremely low team turn-over, experience managing complex A/Rs
CASE STUDY

"A lot of providers have flex teams to be more efficient in staffing, but then do not really understand a client’s complexities and workflow. Acclara gets it."

"If you mishandle collections, it reflects poorly not only on the billing department but on the entire enterprise. I trust Acclara with my patients because they share our values."

Solutions
Acclara manages over 950,000 accounts and $600 M in annual assignments, driving revenue cycle innovations with a dedicated team to help UCHealth recover more revenue more quickly from their patient accounts than ever before.

- Early out follow up for hospitals and physicians
- Insurance reimbursement
- System conversions and consolidation (IDX, PWPM, Allscripts, Meditech, McKesson)
- IT & process management (single sign-on, web portals)

Outcomes
The bottom line is that UCHealth had to collect more cash, faster, but not at the expense of patient service. Acclara’s “patient first” approach created a positive and respectful experience to help patients understand their responsibility, which also makes them more likely to pay.

Patient First
- **Customer Call Abandon Rate** — Less than 4.0%
- **Average Hold Time** — Less than 1 minute
- **First Call Resolution** — Is over 73%

Financial Excellence
- **Speed to Cash** — Increased by 20% YOY
- **Collections** — Increased by 10-14%, per year over the past 3 years
- **Higher Cash** — $18 M incremental cash YOY in 2016 (all things equal)
- **Bad Debt** — Gets reduced significantly every year

About Acclara Solutions
Acclara helps hospitals, health systems, and physician practices recover more revenue more quickly from their patient accounts, offering services for Patient Financial Responsibility, Insurance Reimbursement, and Conversion Assistance. Acclara processes over 6 million accounts for 58 hospitals and collects over $600 million annually for our clients.