

# ST. JOSEPH HERITAGE HEALTHCARE: LIQUIDATING AGED INSURANCE ACCOUNTS BRINGS BIG CASH RESULTS

**Consulting Partnership Overview** St. Joseph Heritage Healthcare (SJHH) in Orange County, CA, was looking for a partner to assist with A/R challenges associated with aging insurance accounts—an initiative familiar to many large multispecialty groups trying to do more with less and still stay on top of an aging insurance category. The goal of the project was to clean up A/R greater than 90 days with a concentrated effort to maximize insurance collections. Doing so would allow SJHH to focus their team on the early A/R dollars, driving maximum results on the more collectible dollars.

**MediRevv Advantage** MediRevv and SJHH designed a customized approach to managing this ongoing insurance project, which focused on maximum cash performance, quality documentation management, best practice insurance workflow and claim advancement towards resolution in every payer interaction.

Thanks to our highly educated and



experienced A/R specialists, MediRevv proved to be a valuable and effective partner for SJHH, getting claims resolved quickly and providing complete transparency to payers and patients. The result was improved cash collections and enhanced performance on the early dollars by the SJHH staff.

**A Win-Win Business Proposition** MediRevv's extensive knowledge of the GE Centricity Business system provided immediate value. MediRevv's ability to use the GE system for all follow-up activities and task management simplified the process significantly.

We also made recommendations about how to leverage the system for SJHH to be more effective in their A/R management policies, procedures and processes. MediRevv's goal in every client engagement is to provide consultative feedback that adds value and improves performance.

**Results** MediRevv exceeded the expected collectability and desired liquidation, **increasing cash performance by 32.2%**.

“We were looking for a partner to assist St. Joseph Heritage Healthcare (SJHH) to provide focus on our aging insurance financial classes. The goal was to maximize cash performance while resolving our outstanding insurance balances and moving these claims to resolution. When we went to the market to find an A/R management firm that could meet our goals and had GE Centricity Business experience, one firm rose to the top. MediRevv has been a solid partner to SJHH during this project and continues to drive the type of results that we had hoped were possible. We look forward to continued success with MediRevv and continued improvement in our revenue cycle performance.”

C.R. Burke, Chief Executive Officer  
St. Joseph Heritage Healthcare

