

NORTHEAST GEORGIA HEALTH SYSTEM: A/R INSURANCE RESOLUTION EXCEEDS COLLECTION EXPECTATIONS

Partnership Overview After 20 years of using the same health information system, Northeast Georgia Health System (NGHS) took a huge step forward with a new system installation in early 2014. Immediately, NGHS recognized its distinct need to work receivables down in the legacy system so as to maximize the efficiency of its staffing model and stay aligned with its revenue cycle goals. MediRevv's responsive and responsible approach to A/R resolution proved to be the right solution. Handling the rundown of the old system, MediRevv has delivered expectation-exceeding collections results.



Northeast Georgia Health System

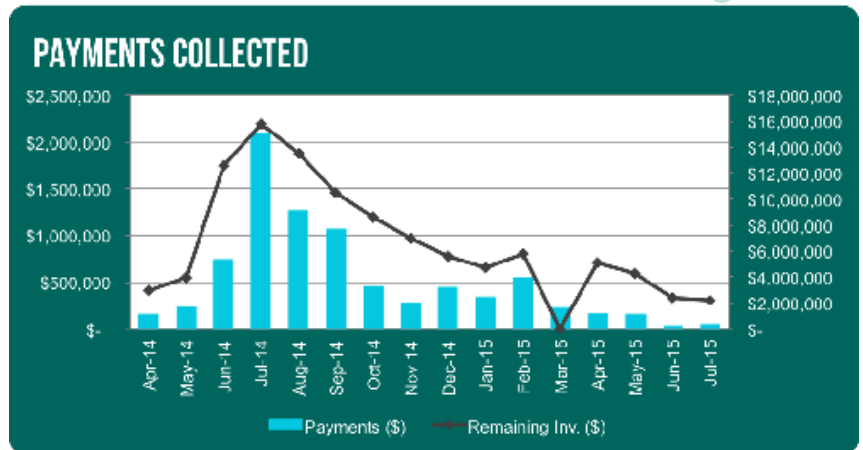
Northeast Georgia Health System

is a not-for-profit community health system offering comprehensive care to a diverse patient population of approximately 800,000 across 13 counties in northeast Georgia through more than 500 physicians, two hospitals and many satellite facilities. Northeast Georgia Medical Center was recently named Georgia's #1 Hospital and #2 in the nation for overall hospital care by CareChex.

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"There are two factors driving the success of this particular revenue cycle project at NGHS with MediRevv: the customer piece has been very strong, and they've done an excellent job collecting for us. We're just over a year into the engagement, and we've found MediRevv's team members to be pleasant to work with, easy-going, knowledgeable and committed to our joint success. The relationship is so positive that I've reached out to MediRevv for additional help. We're certainly not going to ask a company that we're not happy with their results to help out the second time around."

Elyse Gates, Executive Director,
Hospital Revenue Cycle Operations,
Northeast Georgia Health System



Results All results are reported over a 16-month period from April 2014 to July 2015.

- **91.6% of total A/R has been resolved**, or \$24.4 million of \$26.6 million in placements.
- **Total payments are currently \$8.3 million** over five placements, each aged differently.

MediRevv Advantage Our partnership with NGHS is founded on a **clear commitment to results**. From the outset, MediRevv has given NGHS **total visibility** into every aspect of our decisions, our work efforts and processes. This **openness and clarity in communication** with NGHS's leadership and insurance teams has kept us on track, **surpassing our mutual goals** of maximizing both payments and the volume of A/R resolved.

Throughout the engagement, NGHS has trusted MediRevv for forward-thinking, **high-quality customer service**, delivered by **educated, articulate insurance specialists**.

