

### Partnership Overview

Holston Medical Group (HMG) in Kingsport, TN, saw an opportunity in their current self pay operations to improve patient satisfaction and increase self pay collections by leveraging current marketplace experience. The organization sought an opportunity to connect with its patients in a different way, with a focus on educating them regarding their financial obligations and improving their overall experience within the revenue cycle.

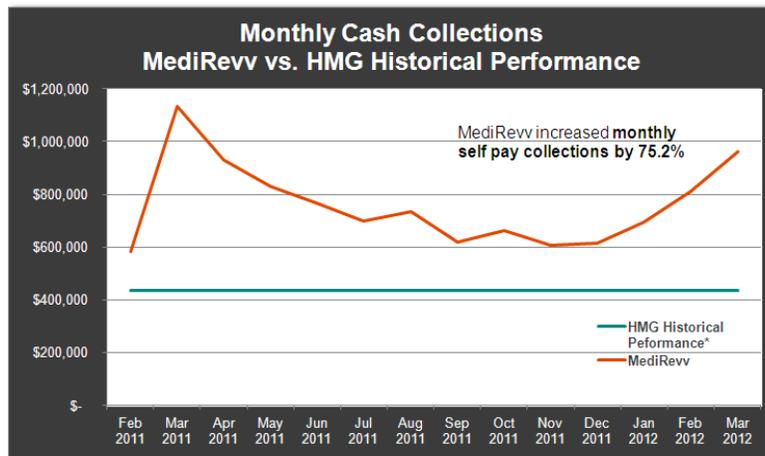
### The MediRevv Advantage

When HMG went to the market to look at options, one firm stood out as a leader in the group practice, self pay arena: MediRevv. Because MediRevv specifically focuses on increasing the financial literacy of patients, HMG recognized that the company's approach aligned perfectly with its focus on improving the patient experience while driving financial performance. With the industry's most educated workforce, complete operational transparency, and total accountability for their results, MediRevv's approach was absolutely in sync with HMG's philosophy. Both organizations agree that the partnership has proven to be a prime example of how two organizations can align to drive a great patient experience and bottom line results.

Throughout the engagement, HMG has benefited significantly from MediRevv's extensive GE Centricity Group Management system knowledge. Additionally, the two organizations have collaborated to create best-practice, patient-friendly statements, policies and procedures for payment plan administration and financial assistance. They have also developed bad debt management practices that have streamlined the patient collection process and increased overall performance and customer satisfaction at HMG.

### Results

MediRevv and HMG have been able to improve monthly cash performance from **\$434,000 to \$760,000 with an improving trend line** and have been able to maintain that performance as highlighted below.



*“When Holston Medical Group went to the market to find a partner to work with our team to improve our self pay performance, MediRevv rose to the top. We found that the cultural fit we had with their approach, people and experience in the physician business aligned well with HMG. Now that we have been operating for a period of time, the results have been equally as impressive. For other groups looking for an opportunity to drive revenue, the self pay area provides a great option for improved client service and bottom line impact. We were looking for a complete solution and not just a service; we found that unique approach in this partnership. I would highly recommend the MediRevv team and their unique approach to self pay services.”*

**Steve Lauhoff, Chief Operating Officer  
Holston Medical Group**

### About MediRevv

MediRevv is a healthcare revenue cycle management company specializing in helping hospitals, health systems, academic medical centers and physician groups improve cash flow and grow revenue. MediRevv has a deep understanding of healthcare and the revenue cycle, which drives exceptional results for its customers.