Improving Revenue Collection and Patient Satisfaction for Penn Medicine

University of Pennsylvania Health Systems
Revenues: $5 B    Capacity: 1,600 licensed beds
Employees: 22,000    Client: Tom McCormick, Vice President of Patient Accounting

Summary
As one of the top health systems in the state, Penn Medicine partnered with Acclara to run its commercial insurance follow up to increase efficiency and lower the cost to collect. Acclara also manages high-touch customer service operations to ensure the patient experience matches the Penn Medicine brand.

The Challenges of Change
Over the last three decades Penn Medicine has acquired, merged and organically expanded its footprint of services and geographies. There have been two massive system conversions and a major faculty consolidation. Seeking help to reduce the A/R and facing challenges in managing an internal call center, Penn sought an external partner who could improve revenue collection while treating patients as “customers” rather than simply as “accounts”.

Why Acclara Solutions?
Penn Medicine initially looked at tasking Acclara with a limited portion of its revenue cycle, but based on Acclara's knowledge of the industry and third-party payers, the sophistication of its call center and the shared philosophy of putting patients first, Penn quickly decided to engage with Acclara across its whole health system.

Approach
Patient-first focus with the exceptional financial results that follow

Expertise
Unique knowledge of niche payment types, billing codes, patient issues

Trust
Peace of mind in having the right partner as an extension of the business office
"A lot of people think they can do it all themselves without outside help, but my cost to collect has gone down, in large part due to Acclara freeing up my team to focus on high dollar, high probability work."

"Acclara’s single greatest asset is their ability to deliver. They work hard, know the business, and can back up what they say."

Solutions
Today Acclara manages over 927,000 Accounts and $508 M in assignments from Penn, serving both as the customer face to patients for Penn Medicine as well as its representative to insurance companies. Over time, the relationship has continued to grow.

- Hospital and physician Patient Financial Responsibility
- Seamless transition to bad debt cycle from patient responsibility
- Insurance reimbursement, including specialty DRG, and Oncology services
- Alphalytics™ – predictive denial management software
- IT and process management (single sign-on, web portals)

Outcomes
Acclara has helped transform the patient experience at Penn Medicine, leading to measurable financial results, with over $8,000,000 in additional cash collected in 2016 (all things equal). Acclara’s continued ability to exceed expectations for revenue cycle performance has been a hallmark of the partnership and collaboration from Day 1.

Patient First
- **Customer Call Abandon Rate** — Less than 2.5%
- **Average Hold Time** — Under 40 seconds
- **First Call Resolution** — Over 71%

Financial Excellence
- **Speed to Cash** — Improved by 21% YOY
- **Collections** — Increased by 8 to 11% per year for the last 3 years
- **Higher Cash** — $8 M in 2016 (all things equal)

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.