

Patient-First Financial Excellence

Acclara Solutions helps health systems, hospitals, and physician practices accelerate and increase their overall revenue recovery. We offer services for Insurance Reimbursement, Patient Financial Responsibility, Conversion Assistance, and CBO Shared Services.



Patient Experience and Financial Performance are Two Sides of the Same Coin.

By achieving outstanding financial results and minimizing claim denials, health systems and hospitals are able to reinvest revenue into their patient care. By focusing on the patient experience and sharing the right information with them in a respectful manner, patients are more willing to pay their responsibility.

Our analytics-based approach to resolving patient accounts increases revenue to the health system as well as patient satisfaction which in turn builds brand loyalty for our clients.

Insurance Reimbursement

Improve workflow and cash flow with your partners

- Avoid costly denials with quick claims status and follow-up
- Accelerate and increase cash flow and account resolution
- Reduce A/R Days
- Reduce bad debt account write-offs
- Process support services faster
- Provide actionable feedback loops to improve registration and contracting

Patient Financial Responsibility

Outstanding results by putting the patient first

- Improve revenue collection and speed to cash
- Increase customer service satisfaction and FCR levels
- Improve efficiency and service with Predictive Outcome Analytics
- Reduce A/R days
- Lower cost to collect
- Reduce bad debt write-offs
- Streamline and simplify financial / operational reporting

Conversion Assistance

Peace of mind managing legacy system conversions

- Leverage our experience of over 450 conversions
- Rely on our experience across virtually every HIT or HIS
- Reduce or eliminate the risk related to converting IT systems through our proprietary process
- Resolve A/R quickly with our tenacity and rigorous approach
- Avoid potential write-offs related to migration

CBO Shared Services

Includes Insurance Reimbursement, Patient Financial Responsibility, and Conversion Assistance

- A Shared Services partnership with customizable services provided after Final Bill Drop
- Structured with clear and discernable roles and responsibility within specific revenue cycle functions
- Efficient for Health System Mergers and Acquisitions
- Segmentation of strengths between Health Systems and Acclara to drive Best Practice RCM functions

In the Words of Our Clients



“Acclara’s culture is all about ‘doing the right thing’ in any situation – making sure that both we as the healthcare systems and our patients feel they’ve been treated fairly. I can’t even explain how unusual that is.”

— VP of Revenue Cycle at a major academic health system



“They adapt so well to the fact that we have different hospitals in our system with different contracts, self pay discount structures and financial assistance. They are adept at managing the differences across our hospitals.”

— Revenue Cycle Supervisor at a major academic health system



“It’s the people at Acclara that make our partnership work. They are really hard working people, and I know all the managers would walk the moon for us.”

— Senior Director of Business Services at a major academic health system

Why Acclara?

Driving Revenue by Putting Patients First

Creating a positive patient experience to increase revenue and brand loyalty

Stewards of Outstanding Financial Results

Continually driving performance to improve our clients’ cash flow

Technical, Operational and Compliance Best Practices

Delivering peace of mind for the complex business and IT challenges that clients face

Intelligent Processes Based on Predictive Analytics

Using technology and analytics to improve efficiency and speed-to-cash

Champions of Diligence and Hard Work

Acting as your trusted voice to patients and insurance partners

A Culture of Service

We are honored by the trust our clients place in us to be their voice to patients and insurance companies, and with that comes a commitment to responsiveness, diligence to cover every detail, and a passion for serving their patients and their mission. Our teams represent the top talent in the field:

Implementation Team — thoroughly analyzes our clients’ operations to coordinate the successful launch of new engagements

Operations Team — provides top service to our clients and their patients while achieving outstanding financial outcomes

Development Team — gathers client materials to assemble client-specific training programs

Training Team — applies ongoing teaching techniques to train, mentor, and motivate our talent

Compliance Team — evaluates the quality of work and looks for opportunities for improvement