

# North Mississippi Health Services Increases Efficiency, Decreases Denials with Automation

**Case Study**  
Accountability Manager  
Patient Payment Manager  
Payment Estimator

## Business issue

North Mississippi Health Services (NMHS) struggled with errors at registration, resulting in a high number of Medicaid denials and a bad clean claims rate. NMHS sought a partner to implement a strong feedback loop between the back-end denials staff and the front-end team to fix denials at the source.

## Before FinThrive

- High number of Medicaid denials due to errors in the registration process
- Colleague burn out due to manual, inefficient processes
- Poor clean claims rate

## Solution highlights

- Automates tedious work, freeing up the teams you trust to work on higher-order tasks
- Customizes rules to catch errors before they become issues
- Provides accurate statements, making the upfront payment process seamless

## FinThrive value

**93%**

Accuracy score climbed from **88.5%** in January to **93%**

**\$9.1M+**

Collected **over \$9.1 million** with Patient Payment Manager



## Customer overview



Serves 24 counties in north Mississippi and northwest Alabama

Includes six community hospital locations and over 45 primary and specialty clinics

650 beds

**“The impact FinThrive has had on our denials and work volume is night and day! I get to stay home a lot more on Saturday and Sunday thanks to these solutions.”**

Linda Cromeans, Patient Access Manager