

University of Washington Medical Center Overhauls Claims Management

Case Study
Claims Manager

Business issue

The University of Washington Medical Center (UWMC) sought to decrease its claim denials rate and streamline internal claims processes to maintain organizational financial health and ensure the best care possible for patients.

Before FinThrive

- Struggled with a high volume of rejected claims due to eligibility and demographic errors
- Lack of standardization and a high volume of claims on hold amongst multiple departments
- Cash collection was ineffective, and the medical center was challenged by poor visibility into their data

Solution Highlights

- Produces claims resulting in full reimbursement
- Integrates with patient accounting systems
- Reviews and manages unbilled aging claims
- Automates issue resolution

FinThrive Value

↓ 50%

Denial rate dropped
more than 50%

↑ 8%

Clean claim rate improved
from 84% to 92%

↓ 33%

Average days from claim
to export dropped 33%



Customer Overview



The only comprehensive clinical, research and learning health system in the five-state region

One of the largest medical research programs in the world

“Because of FinThrive Claims Manager, we are able to complete more edits than we would with our host system alone. We continue to rely on FinThrive for key payer updates and to keep our claims clean.”

Jerry Brooks, Director of Patient Financial Services

Break the cycle of inefficiency. Email: solutions@finthrive.com

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