

Large Southern Health System Reduces A/R Days by 26%

Case Study
Collections Manager

Business issue

A large Southern health system sought a solution to improve productivity and A/R days and streamline workflow. After an unsuccessful attempt outsourcing Central Business Office operations, the system brought part of its operations in-house and sought a tool to unify workflow.

Before FinThrive

- Struggled with identifying and assigning accounts to appropriate team members
- Sizeable denial backlogs
- Lacked visibility into productivity and limited data insights
- High cost to collect

Solution highlights

- Resolves open receivables
- Drives maximum productivity with technology-enhanced workflows
- Accelerates cash flow
- Improves revenue yield

FinThrive value

↓ 26%

26% reduction in A/R days from **57** to **42.4**

↓ 71%

71% decline in A/R days >**90**

↓ 57%

57% drop in monthly denial write-off rate from **2.3%** to **0.98%**



Customer overview



50 hospital campuses with multiple central business offices

Provides services to more than 20 states

More than \$6B in revenue

“Within the first 18 months, cash exceeded 100% of our expected revenue.”

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

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