

Midwestern Health Network Identifies \$40 Million in Underpayments in Seven Years

Case Study
Contract Manager
Payment Estimator

Business issue

A midwestern health network sought to manage underpayments from payers that threatened revenue and cash collections.

Before FinThrive

- Increase in underpaid claims due to outdated legacy contract management system
- Lack of insight into government payer reimbursement rates
- Climbing bad debt
- Escalating collection costs

Solution Highlights

- Automates entire contracting process, calculates net A/R at claim submission, and identifies accounts with suspected underpayments
- Autogenerates reports that help monitor accurate payer performance and quickly identifies variances that warrant follow-up
- Provides timely, accurate, patient-friendly estimates across the point of access

FinThrive Value

\$40M

\$40 million in underpayments identified in seven years; More than 95% recovered

↑\$6.1M

\$6.1 million increase in upfront cash collections

50%

Up to **50%** of payments collected at point of service



Customer Overview



8 hospitals and more than 120 outpatient facilities

12,000 employees and 2,100 physicians

“We’re fortunate to have a revenue management partner so we can focus on our patients and our community. We’ve been able to improve standardization, optimize revenue cycle performance and enhance high-level effectiveness in payer contract modeling and management.”

Vice President, Revenue Management and Patient Accounts

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

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