

# Mercy Improves Average Monthly Reimbursement by Nearly \$50,000

Case Study  
Insurance Discover

## Business issue

Mercy sought ways to cut costs, improve internal efficiencies and find both potential payer coverage for uncompensated care accounts and secondary coverage for patient accounts.

## Before FinThrive

- High internal inefficiencies
- Poor cash collections
- High vendor and administrative costs

## Solution highlights

- Continuously looks for coverage on all accounts (not just self-pay)
- Finds additional payment opportunities from complex cases including Medicaid secondary and potential coordination of benefits opportunities
- Identifies commercial policy ID numbers for patients believed to be uninsured
- Monitors Medicare and Medicaid for retroactive SSI certification

## FinThrive value

**\$1.77M**

Average reimbursement increased from \$1.72M to **\$1.77M** per month in six months

**\$45K**

Found an additional \$45K per month running **behind** other vendors

**6 mo.**

In 6 months, delivered significant value, finding coverage missed by other vendors



## Customer overview



Mercy is comprised of more than 40 acute care and specialty hospitals, and 800 physician practices and outpatient facilities

Any revenue management process relying on less robust vendor services for insurance discovery solutions may be leaving significant, billable coverage on the table. In some cases, as demonstrated by this instance, that can translate to millions of dollars in lost earned revenue.

Break the cycle of inefficiency. Email: [solutions@finthrive.com](mailto:solutions@finthrive.com)

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