

Tift Regional Medical Center Achieves an ROI Increase of 139% in Four Months With Patient Payment Estimator

Business issue

After transitioning to a new patient accounting system in 2018, Tift Regional Medical Center wanted to get back to their pre-conversion level of productivity. They sought a transformation within their revenue cycle to reduce denials on the front-end, and identify opportunities to improve cash collections, reduce A/R days and avoid write-offs.

Before FinThrive

- Convoluted charge item creation process
- Increasing A/R days
- Underutilization of patient estimation tool
- High payer mismatch rate

Solution Highlights

- Offers patients transparency of expected payment
- Empowers patients to make knowledgeable healthcare decisions
- Accelerates cash collection, reducing cost-to-collect
- Identifies plans causing high payer mismatch rates

FinThrive Value

↑139%

In four months, overall ROI went from **\$72K to \$172K**

↓20%

Payer mismatch rate dropped **20%** in one year

94%

Payment Estimator generates **94%** of all estimates for scheduled services

6%

6% of estimates generated by patients themselves



Customer Overview



Not-for-profit regional referral center with 181 beds

Provides **\$77.8 million** in charitable care

“FinThrive worked with Tift’s management team to review processes, identify opportunities for improvement and provide monthly updates on progress.”

Jane McKee, VP, Revenue Cycle