

CASE STUDY:

Improved Workflows Increase Average Payment per Visit for CHC

The result is
an annual
increase of
\$1.5 million



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- Charles White
CEO, Franklin Primary Health Center

Founded in 1975, Franklin Primary Health Center (FPHC) offers a variety of healthcare services at its 15 locations in three Alabama counties.

The Problem: There was a breakdown somewhere in FPHC's revenue-cycle process, and it was leaking money. The center's CEO, Charles White, realized the time had come for a change. "Cash flow was becoming a serious problem," he says. "We tried to identify the issue and fix it on our own, but it just wasn't working. It was very important for us to find a way to maximize revenue and cut expenses. We had to see if there was a better alternative."

The Solution: Mr. White had heard PMG representatives speak at industry workshops and appreciated the company's exclusive focus on community health centers (CHCs). "I think it's important to work with someone who understands our language and the different challenges that we really have to be concerned about as a federally qualified health center," he says.

During the initial transition phase, PMG's team met with key staff at FPHC, asking questions and collecting information to help identify areas of revenue leakage in the billing and accounts-receivable systems and workflows. They carefully reviewed all the people, processes and systems involved in the CHC's revenue-cycle process, then identified opportunities for improvement and built them into a comprehensive strategy for success. The plan was put into place, with PMG's team managing quality assurance and adjusting processes as needed to ensure the best results.

The change was almost immediate. Providers and staff received training on correct coding procedures, and PMG began to handle the center's charge processing. As a result, claims were going out faster, denials dropped dramatically and payments were posted regularly. PMG also worked to create benchmarks for additional growth and improvement, and generated data reports that allowed monitoring of these benchmarks.

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The Results: Perhaps the most dramatic improvement was the increase in average payment per visit — which rose 11.6 percent within the first year and 39 percent overall. The result is an annual increase of about \$1.5 million and growing.

Find out what the PMG Experts can do for your FQHC

401.616.2041

info@gopmg.com

gopmg.com