



Revenue Cycle Management Services

Let us deliver a high-performing revenue cycle, so you can focus on delivering patient care.

Balancing financial goals and excellent customer service is a challenge for most healthcare organizations, even without a staffing shortage. Impact Advisors can deliver a high functioning revenue cycle with transformational margin improvement and an enhanced patient experience, so you can focus on your core business.

To reduce overall cost and labor management burden, we can transition your revenue cycle staff (all or in part) to our team—a move that offers skill and career advancement along with opportunities to do important, impactful work.

We bring a trifecta of optimization expertise, backed by a track record of successful client and Epic collaborations.

We bring unmatched **revenue cycle management expertise**, supported by **clinical operations and Epic system knowledge** from over 100 successful implementations. Our multifaceted team is exceptional at aligning operational processes to Epic workflows and fully leveraging the system at key integration points to optimize revenue cycle outcomes.

Unlock 3-5% Net Patient Revenue opportunity.

We deliver **measurable value** across the complete revenue cycle spectrum:

- 3-5% improvement in net patient revenue (in an at-risk fee agreement)
- 10-15% reduction in cost to collect
- Significant acceleration of cash
- Technology aligned to better support operations
- Improved patient experience, satisfaction, and loyalty
- Improved operational transparency, data integrity, and result sustainability

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Visit Impact-Advisors.com to learn more or connect with us on social media.



EMAIL OUR EXPERTS





Each organization and its challenges are unique. A brief conversation will enable us to offer specific recommendations.



Impact Advisors has been selected to participate in the new Epic Rev Cyclers Program, a collaboration created to help our mutual healthcare customers maximize their revenue cycle performance and outcomes.

Impact Advisors' revenue cycle operations expertise and Epic system design knowledge combined with broad access to Epic's suite of analytics and reporting tools as well as Epic-led training will be game-changing.

Learn more about the Epic Rev Cyclers Program at Impact-Advisors.com.

	Patient Collections (1%) <ul style="list-style-type: none"> • POS Collections • Prior Balance Collections • Bad Debt
	Alternate Payer Source (1%) <ul style="list-style-type: none"> • POS Collections • Prior Balance Collections • Bad Debt
	Patient Yield Improvement (2%) <ul style="list-style-type: none"> • Denials Reduction • AR Management • Underpayments
	Revenue Enhancement (1%) <ul style="list-style-type: none"> • Missing Charges • CDI • Patient Status

See page 2 for actual client results.

Our Client Impact

Client A

is a nationally recognized academic medical center, comprised of a 650-bed main campus hospital and network of outpatient healthcare centers.

Key Value Delivered:

- Reduced net incoming denials monthly by **\$10.2M** and achieved **\$14.4M** in annual avoidable write-off benefit
- Reduced Hospital Billing A/R Days by **7.7 days*** (4.4% primary denial rate reduction)
- Reduced Professional Billing A/R Days by **12.1 days** (6.5% primary denial rate reduction)*
- Eliminated **\$8.1M** backlog of remittance posting/reconciliation for Outpatient Retail Pharmacy, reducing A/R Days by **21.1 days**

*Client A ranked among Top 25% compared to similar Epic clients for these specified KPI categories.

Client B

is a private, not-for-profit clinical research center, hospital, and graduate medical school.

Key Value Delivered:

- Delivered **\$55 million** in margin improvement over a 15-month period
- Improved Cash Collections by **\$96M**
- Increased Avg Daily Cash by 4%
- Reduced A/R Days by **8 days**
- Reduced First Pass Denials by 2%
- Reduced Patient Access Unbilled A/R by **\$8.5M**
- Established governance
- Eliminated backlogs
- Standardized workflows based on best practice

Client C

is a health system consisting of 14 hospitals, 230 ambulatory facilities, urgent care centers, and long-term care and hospice facilities.

Key Value Delivered:

- Reduced A/R by **\$62M**
- Reduced A/R >90 Days by **\$37M**
- Reduced Open Denials by **\$54M**
- Reduced DNFB by **5.2 days**
- Improved Monthly Charge Capture by **\$7M**
- Reduced Open Claim Edits by **\$16M**
- Served in two interim leadership roles: Director of PB and System SVP of RC
- Designed and deployed cash management and reconciliation processes and retrospectively reconciled 12-month backlog of variances

Client D

is a leading administrative service provider for ophthalmology practices and ambulatory surgery centers.

Key Value Delivered:

- Improved patient balance collections by **\$6M**
- Increased copay collections from 56% to 95%
- Increased prior balance collections from 10% to 70%
- One time credit balance reduction of **\$430K**
- Provided AR bridge resources focused on reducing A/R >120 days

Client E

is a large integrated health system with three hospitals and more than 50 outpatient locations.

Key Value Delivered:

- Reduced cost from 5.25% to 3% (of NPSR)
- Achieved **\$4M** in patient balance collections improvement
- Drove **\$4M** in denials reduction and improved insurance balance collections
- Reduced A/R Days by **7 days** or 15%

"[Impact Advisors] has a deep knowledge of Epic's platform and revenue cycle operations. The firm has a good process for integrating into our team to really create synergies between the IT and operations people to move the needle."

VP / Other Executive
(klasresearch.com / Sep 2023)

