

AUTOMATION AND OPERATIONAL IMPROVEMENT DRIVE SUSTAINABLE RESULTS

HEALTHCARE

“Our team prides itself as offering all patients the foremost orthopedic care in the country and we believe that our clinical staff is and should be solely focused on the needs of our patient community. Navigant helps make that possible by removing much of the administrative complexity of the healthcare system as our trusted revenue cycle partner. Navigant offers the clinical expertise to accurately reflect the work of our teams and has delivered performance improvement metrics prior vendors could not. With the support and commitment from Navigant, the Steadman team is positioned to care for the needs of its patients without distraction.”

GREG W. PASCHKE, CPA
CHIEF FINANCIAL OFFICER
THE STEADMAN CLINIC

THE CHALLENGE

Physician practices must improve organizational efficiency to compete in this era of reduced reimbursement and escalating administrative costs. While there are numerous routes to preserve operating margins, partnering for non-core capabilities may make sense. Specifically, organizations can find that partnering with a revenue cycle outsourcing firm can improve financial performance and reduce the administrative complexities of regulatory compliance and IT upgrades.

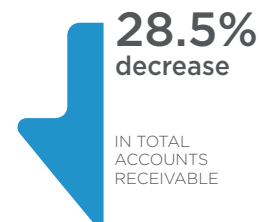
The Steadman Clinic is one practice that was looking for this kind of partnership. The world renowned orthopedic clinic is located in Vail and Frisco, Colorado, and specializes in the diagnosis and treatment of sports-related injuries for recreational and professional athletes. The 11-physician practice is supported by a 35-person clinical and administrative team and is recognized for its surgery and rehabilitation of joint, hand, spine, foot and ankle injuries.

THE SOLUTION

In November 2013, The Steadman Clinic partnered with Navigant’s physician revenue cycle outsourcing team to improve operational efficiency, reduce administrative costs, and improve revenues. Physicians benefited from Navigant’s proprietary web-based analytics system, VitalStats, which presents real-time, customizable business intelligence, and allows physicians to focus on care rather than collections.

The team analyzed Steadman’s key revenue cycle performance metrics, including average days in accounts receivable and payment per wRVU, to confirm performance improvement opportunities existed. An end-to-end revenue cycle management solution was implemented: claims submission, payment processing, denials and appeals management, patient-interfacing support, A/R and bad debt management.

THE RESULTS



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The Steadman Clinic

The Steadman Clinic (formerly Steadman-Hawkins) is a world-renowned orthopedic clinic with facilities located in Vail and Frisco, Colorado. Specializing in knee, hip, shoulder, elbow, hand, spine, foot and ankle injuries, the clinic's experience and research has led to significant advances in the fields of orthopedics and sports medicine. The Steadman Clinic treats patients from all walks of life, including recreational and professional athletes from all over the world.

About Navigant

Navigant Consulting, Inc. (NYSE: NCI) is a specialized, global professional services firm that helps clients take control of their future. Navigant's professionals apply deep industry knowledge, substantive technical expertise, and an enterprising approach to help clients build, manage and/or protect their business interests. With a focus on markets and clients facing transformational change and significant regulatory or legal pressures, the Firm primarily serves clients in the healthcare, energy and financial services industries. Across a range of advisory, consulting, outsourcing, and technology/analytics services, Navigant's practitioners bring sharp insight that pinpoints opportunities and delivers powerful results. More information about Navigant can be found at navigant.com.

