



COMPREHENSIVE REVENUE CYCLE MANAGEMENT PROVIDES EFFECTIVE SOLUTION

THE CHALLENGE

Successful revenue cycle management depends on many factors, including patient financial services and patient accounts management, clinical documentation integrity, case management, and several other practices of a healthcare organization. Adventist HealthCare, of Gaithersburg, Maryland, joined forces with Navigant Cymetrix in March 2013, to assist Adventist in improving its revenue cycle performance through a best-practice consulting engagement.

THE SOLUTION

Initially, Navigant Cymetrix performed an assessment of the organization's revenue cycle by each area, identifying net revenue opportunities, cash acceleration opportunities, and cost reduction opportunities. Navigant Cymetrix began immediate work with Adventist on several of the opportunities identified. After a year of driving ongoing improvements, Adventist decided to move into a more permanent ongoing improvement relationship by outsourcing their comprehensive revenue cycle management to Navigant Cymetrix in April 2014.

THE RESULTS

In 12 months, Navigant Cymetrix helped client achieve the following results:



CASH COLLECTIONS EXCEEDING GOALS

- **103% CASH COLLECTIONS** to net revenue
- **\$16.7M ANNUALIZED CASH COLLECTIONS** to net revenue



REDUCTION IN A/R DAYS EXCEEDING GOALS

- **14 DAY REDUCTION** in A/R
- **\$16.7M ANNUALIZED CASH COLLECTIONS** to net revenue



REDUCTION IN DNSP EXCEEDING GOALS

- **4.4 DAYS REDUCTION** in DNSP days vs. baseline
- **\$7.5M REDUCTION** in DNSP vs. baseline



COST SAVINGS ON TARGET

- **\$2.5M REDUCTION** in revenue cycle cost

“The initiative with Navigant Cymetrix provided significant cash flow improvement, A/R day reduction, and guaranteed hard cost savings from the start of the project. Our results speak for themselves. The partnership has assisted us in meeting our goals.”

/ JAMES LEE, CHIEF FINANCIAL OFFICER, ADVENTIST HEALTHCARE

About Adventist HealthCare

Adventist HealthCare, based in Gaithersburg, Maryland, is a faith-based, not-for-profit organization of dedicated professionals who work together each day to provide excellent wellness, disease management and healthcare services to the community. Founded in 1907, Adventist HealthCare is the first and largest healthcare network based in Montgomery County and the largest provider of charity care and community benefits.

About Navigant Cymetrix

Navigant Cymetrix, a wholly owned subsidiary of Navigant Consulting, Inc., provides healthcare organizations and physician practices with comprehensive revenue cycle management solutions. Its solutions have the flexibility to accommodate the specific needs of each client and are designed to achieve high revenue cycle performance with a seamless process integrating patient access services, revenue integrity services, health information management and patient financial services. More information about Navigant Cymetrix can be found at navigantcymetrix.com.

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.

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