

Integris Boosts Operational Workflow And Technical Optimization Through Collaboration With Guidehouse



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Health System Cuts Candidate for Bill Days in Half, Reduces Avoidable Write-offs by **86% in Eight Months**

Challenge

In July 2017, INTEGRIS Health was dealing with multiple issues. The health system had launched its hospital information system conversion in May 2016 and the go-live resulted in performance degradation across the revenue cycle. Issues included increases in accounts receivable and reductions in net revenue and cash collection. INTEGRIS also experienced an increased spike in denials and avoidable write-offs soon after the conversion (stemming from workflow inefficiencies and technical build errors).

Solution

Following the results of a comprehensive revenue cycle assessment, Guidehouse was engaged to standardize workflows, system design, and implement targeted improvements across INTEGRIS' revenue cycle to increase net revenue and cash collections. Guidehouse's work helped INTEGRIS in the following areas:

Drive Cash Acceleration

- Discharged, Not Final Billed/ Candidate for Bill (CFB) Management
- Central Business Office Optimization

Focus Net Revenue Improvement

- Revenue Integrity Organizational Redesign
- Revenue Guardian Implementation
- Denials Prevention/Avoidable Write-off Management

Technical and Operational Transformation

- Charge Description Master and Charge Capture Technical Review
- Advance Beneficiary Notice Implementation
- Authorization and Referral Optimization
- Pre-Service Financial Clearance Process Design and Implementation
- Central Business Office Optimization
- Management Reporting Across the Revenue Cycle

“Working together, Guidehouse and INTEGRIS were able to increase gross revenue in a matter of weeks. Our collaboration has been significant to the ongoing success of INTEGRIS and enabling our system to continue serving the community.”

Susan Garcia, System Vice President of Revenue Cycle, INTEGRIS

Results

IMPLEMENTED HYBRID INSOURCING MODEL WITH **OVER \$2M**
IN SAVINGS ANNUALLY, INCLUDING REVIEW AND OPTIMIZATION OF
WORKFLOWS ACROSS THE SINGLE BILLING OFFICE

WITHIN EIGHT MONTHS:



REDUCED CFB BY 54%, FROM 8.9 DAYS TO 4.1 DAYS
(OVER \$84M IN GROSS CASH ACCELERATION BENEFIT)



REDUCED AVOIDABLE WRITE-OFFS BY 86%,
RESULTING IN \$16.4M IN NET REVENUE BENEFIT



WITHIN TWO MONTHS:



INCREASED GROSS REVENUE BY \$422K
THROUGH IMPLEMENTATION OF CUSTOMIZED
REVENUE GUARDIAN EDITS



About INTEGRIS

INTEGRIS Health is an Oklahoma-owned health system with hospitals, rehabilitation centers, physician clinics, mental health facilities, independent living centers, and home health agencies throughout the state. INTEGRIS Health Inc. is a not-for-profit corporation organized under the laws of the State of Oklahoma for charitable, scientific, and educational purposes and specifically to engage in the delivery of healthcare services and related activities. In 1994, INTEGRIS merged with Baptist Healthcare of Oklahoma, which brought rural hospitals across the state and in 1995 merged with Southwest Medical Center. INTEGRIS Health, along with these and other affiliated entities, form the INTEGRIS Health System.



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About Guidehouse

Guidehouse is a leading global provider of consulting services to the public and commercial markets with broad capabilities in management, technology, and risk consulting. We help clients address their toughest challenges with a focus on markets and clients facing transformational change, technology-driven innovation and significant regulatory pressure. Across a range of advisory, consulting, outsourcing, and technology/analytics services, we help clients create scalable, innovative solutions that prepare them for future growth and success. Headquartered in Washington DC, the company has more than 7,000 professionals in more than 50 locations. Guidehouse is a Veritas Capital portfolio company, led by seasoned professionals with proven and diverse expertise in traditional and emerging technologies, markets, and agenda-setting issues driving national and global economies. For more information, please visit: www.guidehouse.com.

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