

case study

How Revco Helped a \$4.7B AMC Maintain Revenue Stability During Its Epic EHR Conversion

\$79 Million Recovered. Six Months. Zero Disruption.

OVERVIEW

As a major northeast academic health system prepared to transition from Meditech to Epic, internal revenue cycle teams shifted their focus toward testing, training, workflow redesign, and implementation readiness. Combined with staffing turnover, these competing priorities created increased pressure on front-end revenue cycle operations and overall revenue performance.

Revco became an extension of the business office, initially managing aged accounts receivable before assuming responsibility for nearly all billing, insurance follow-up, and eventually denials. By allowing the client's internal teams to focus on implementing Epic while Revco managed the front-end revenue cycle, the organization protected cash flow, improved claim quality, and successfully navigated one of the healthcare industry's most complex operational initiatives.

OBJECTIVES

- ✓ Maintain consistent cash flow and reduce workload throughout the Epic implementation
- ✓ Minimize billing disruptions and enhance front-end revenue cycle processes
- ✓ Improve claim quality and reduce preventable claim edits

SCOPE OF SERVICES



Aged A/R

Initial engagement intended to relieve a team strained by an EPIC conversion



Billing & Insurance Follow-Up

Virtually all activities absorbed within two months



Clinical & Technical Denials

Expanded scope after identifying opportunities to improve claim quality and reduce preventable denials

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PERFORMANCE AT-A-GLANCE

33.1%

Gross Liquidation

77.4%

Net Liquidation

93.8%

Resolution Rate

RESULTS

By pairing Revco's Smart Workflow technology with our talented RCM professionals, we were able to segment accounts based on specific action required, and proactively identify payer issues, registration opportunities, and operational trends much earlier than traditional workflows.



ACCOUNTS PLACED

108,463



TOTAL A/R
MANAGED

\$241.3M



RECOVERIES

\$79.2M



NET LIQUIDATION

74.2%

STRATEGIC IMPACT



Client had to **reforecast their financial projections** because collections were coming in faster than anticipated



Active follow-up inventory has been reduced to \$18.5M, **representing less than 8%** of total dollars placed



Uncovered \$8.74M in clinical and technical denial opportunities for recovery through targeted follow-up



Revco Solutions is a leading healthcare revenue cycle management organization that helps healthcare providers maximize payer reimbursements and streamline the claim denial and appeals process.