

## CASE STUDY

# HOMETOWN HEALTH CENTER

## RESULTS WORTH SHARING



**H**OMETOWN Health Center (HHC) previously known as Sebecook Family Doctors, is a Federally Qualified Health Center (FQHC) headquartered in Newport, Maine since 2003. They offer Medical, Behavioral, Dental, and Medication Assisted Therapy in three locations and recently expanded their services by opening a School-Based Health Center in Regional School Unit 19. They have 59 employees and served 6,498 patients in 2022 according to Uniform Data System (UDS) reporting.

HHC uses NextGen® Healthcare for its EHR and EPM documentation and has been a part of the OSIS Network of health centers since 2014. Recently, HHC partnered with CYCLEPOINT, a revenue cycle management platform developed by OSIS, that helps health centers analyze their accounts receivable (A/R) to identify problem areas, trends, and other contributing factors that disrupt cash flow within health centers.

## CHALLENGE

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### SOLUTION

#### • File Maintenance Audit

A comprehensive review and cleanup of critical areas within File Maintenance was completed. Significant changes were made to the payer master files, SIM library, and Encounter Rate Libraries to avoid rejections due to payer ID issues. With the changes in File Maintenance, HHC can now focus on creating new workflows, automation, and tasking to ensure accurate billing.

#### • A/R Clean-up

Encounters aged 91-365 days from the service date for Blue Cross Blue Shield (BCBS), Commercial, Dental, Medicaid, and Medicare payers were reviewed. CYCLEPOINT completed a first and second-level review of 3,562 claims over 90 days and under 365 days old. Once the reviews were complete, the issues were addressed and re-billed. Moving forward, CYCLEPOINT recommended creating a process to ensure all denials are addressed timely and completely.

CYCLEPOINT's Revenue Rescue determines each practice's needs and analyzes its A/R to identify problem areas, trends, and other factors. Reworking denied claims and focusing on the oldest accounts first will help minimize revenue lost to timely filing denials, while recommending solutions and educating billing staff on the importance of setup is needed for continued success.

"We were able to uncover and resolve several key issues for them during our rescue project. We educated them on what we found in their billing setup and put them in a position to be able to identify issues going forward." stated Melina Buteau, Revenue Cycle Manager, CYCLEPOINT. "Most importantly, we were able to recover a large amount of money from unpaid claims and decrease their A/R significantly. I feel confident that they are in a strong position to effectively manage their A/R going forward."

### BENEFITS

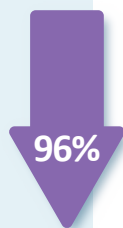
Taylor Winslow, Revenue Cycle Manager of HHC stated, "Working with CYCLEPOINT helped me understand what a solid revenue cycle process looks like. And I know that my time spent with [them] was necessary to set up HOMETOWN Health Center's revenue cycle process, and the billing department for continued success."

"From a high level, keeping the organization strong financially is at the top of my priorities, and after the revenue rescue project, I was able to present how much money was recouped and how CYCLEPOINT has helped us improve our billing processes and workflows to stay ahead of changes in the system," said Robin Winslow, CEO of HHC. "Not only did we increase our A/R, but the constant support and communication the CYCLEPOINT team continues to give Taylor and her team is helping them transition into billing all-stars."

### RESULTS

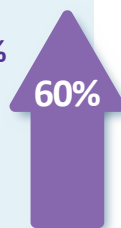
#### REDUCED A/R BY 96%

Within 5 months, CYCLEPOINT reduced HHC's A/R over 90 days from \$366,463 to \$14,206.



#### INCREASED PAYMENT BY 60%

Within 5 months, CYCLEPOINT collected roughly \$215,108 from work performed by HHC.



#### IMPROVED BILLING DEPARTMENT

CYCLEPOINT's mentoring and customer support elevated HCC's billing expertise and efficiencies.

