

# CYCLEPOINT

RCM POWERED BY OSIS

## Results Worth Sharing

# REVENUE RESCUE

HHC uses NextGen® Healthcare for its EHR and EPM documentation and has been a part of the OSIS Network of health centers since 2014. OSIS is a 501(c)(3) non-profit technology services organization dedicated to providing expert NextGen® Healthcare assistance around the country. Recently, HHC partnered with CYCLEPOINT, a revenue cycle branch for 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.

"HOMETOWN Health Center came to CYCLEPOINT with concerns about its ability to keep up with its A/R and cash flow. 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, OSIS. "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."

## CHALLENGES

"We were in a situation where we simply did not have enough resources or expertise in File Maintenance to keep up with billing denial claims," Robin Winslow, CEO of, HHC stated. "Taylor Winslow, [HHC's Revenue Cycle Manager] needed extra support and guidance to understand the reasons behind the denial codes." To understand the denials and the modifier codes causing a backlog of A/R and several File Maintenance issues, HHC partnered with CYCLEPOINT as a resource to understand what was causing a disruption of cash flow and increased denials.

## OVERVIEW

HOMETOWN 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.

In 2021, Community Health Centers (CHCs) employed over 270,000 full-time employees with all skill and educational levels. Health center care teams provide a broad array of services for patients in their communities, but many may not be well-equipped when billing for services rendered. Health centers rely heavily on Electronic Health Records (EHR) to document patient care and Electronic Practice Management (EPM) to complete administrative tasks such as scheduling, billing, and more.

Working with Melina and Ruth 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.

Taylor Winslow, Revenue Cycle Manager,  
HOMETOWN Health Center

## BENEFITS

"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. "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."

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.

## SOLUTIONS

The CYCLEPOINT team gave time back to HHC's billing staff by spending **690 hours** on the project and provided HHC with the following solutions and recommendations.

01

### 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.

02

### 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.



The return on investment was incredible. FQHCs should be able to capture almost every penny of its Medicare claims and with the revenue rescue project, we are almost there.

Robin Winslow, CEO,  
HOMETOWN Health Center

## RESULTS

### Reduced A/R By 96%

Within five months, CYCLEPOINT has reduced HHC's A/R over 90 days from \$366,463 to \$14,206 as of January 11, 2023.

### Payments Increased By 60%

From the work performed as of January 11, 2023, roughly \$215,108 has been collected.

## TAKE THE NEXT STEP

Let OSIS and CYCLEPOINT rescue your billing department by restoring cash flow so you can spend more time on patient care.

*Scan here to learn more and sign up for a free assessment!*



CYCLEPOINT CHANGES BILLING STAFF INTO ALL-STARS – ONE RESCUE AT A TIME



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