



A COLLABORATIVE APPROACH TO A BETTER PATIENT FINANCIAL EXPERIENCE

Champlain Valley Physicians Hospital (CVPH) is part of The University of Vermont Health Network, a six-hospital network serving patients and their families in Northern New York and Vermont. CVPH hospitals and physicians bring the best of community and academic medicine to the areas they serve.

“ The attention to detail and passion that goes into what Encore Exchange delivers is amazing. From the staff in the mail room, to those on the phones, everyone is committed to the company and the part they play to make it a success.”

– Kathy Peterson, Associate Vice President of Revenue Cycle

CHALLENGE

As CVPH prepared for a system conversion to Cerner Soarian Financials, they realized the existing patient access staff would require an enhanced skillset to fully leverage the expanded system’s capabilities. Updated workflows would require increased employee responsibility within the patient access function. And redesigned process meant visits would need to be coded at the time of service to meet medical necessity requirements and to avoid denials.

After the system launched, it became apparent the pre-service financial clearance process would need to be improved, but without adding FTEs. Those working with self-pay customers were struggling to keep up with incoming patient calls, let alone making outbound calls.

SOLUTION

Encore Exchange’s Flexible Business Office (XBO™) platform enabled staff to be reallocated to fill the gap created in the transition. Encore Exchange acted as an extension of the CVPH business office, which allowed CVPH the time and resources to focus on more strategic opportunities, like filling the gaps in operational needs and allocating staff to more impactful roles. A new pre-service process was rolled out in a phased approach beginning with surgical patients, followed by scheduled radiology and radiology patients. The team created a new role for financial advocates, which were filled with reallocated staff. The financial advocates act as counselors, helping prepare patients for their procedures and educating them about their financial responsibility.





Advanced Technology Improves Efficiency and Personalization

With highly skilled personnel and a robust integration with Cerner Soarian, Encore Exchange has been able to dramatically accelerate collections through additional patient touch points, automation of workflows, and staff augmentation. This ensures all accounts receive the optimal level of attention.

Propensity to pay analytics offer smarter segmentation that drives the most appropriate and effective messages and personalized engagement. Analytics also support engagement-tracking to optimize collection efforts while increasing patient satisfaction and controlling costs.

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A professionally staffed contact center with predictive dialing technologies and sophisticated collection tools fulfills patients' service expectations. CVPH patients interact with professional representatives who understand healthcare collections and the CVPH culture and mission. Specialized training ensures best practices are followed and KPIs are tracked.

IMPACT

CVPH continues to make improvements to their process and workflows. The positive impact of the overall transformation has been significant and continues to unfold.

- **Self-pay collections have significantly improved since implementation.**
 - Total self-pay collections have increased 52%
 - Upfront/POS collections have increased 68%
- **Bad-debt expense has been reduced as well.**
 - Bad debt is 1.2% of gross revenue per audited financial statements (national average is 3.3% per HARA)
 - Completely eliminated patient complaints regarding phone wait times

