CASE STUDY | Hutchinson Clinic

Clinic Leverages CareCloud RCM Services to Improve Financial Stability & Augment Staff

Hutchinson Clinic is a multi-specialty medical clinic in Hutchinson, Kansas that offers primary and walk-in care covering more than 30 specialties.

Learn how this group was able to enhance its collection processes and workflow with the help of CareCloud's RCM services and business intelligence platform.

FAST FACTS

HUTCHINSON CLINIC

- Specializations in over 30 major care specialties, including surgery, oncology and more
- More than 100 providers
- Patients from 103 Kansas counties
- Most complete healthcare providers in the area

THE CHALLENGES

- Lack of industry expertise or industry knowledge
- Too many days in A/R
- Lack of streamlined workflows
- Inefficient operations

SOLUTIONS

- Revenue Cycle Management (RCM)
- PrecisionBI (Healthcare Analytics)

THE CARECLOUD DIFFERENCE

DAYS IN A/R REDUCED BY	AGED A/R REPORT REDUCED
15%	**3%**

Hutchinson Clinic, located about 50 miles northwest of Wichita in the center of Kansas, is home to more than 600 medical professionals including physicians, providers and ancillary personnel that provide a wide range of services for more than 100 Kansas counties.

Services and specialties provided at the clinic's five locations include ambulatory surgery, physical therapy, audiology, radiology, endoscopy, oncology, walk-in care and other major disciplines, making it one of the most complete healthcare providers in the area. Since founded in 1959, by a group of five physicians, Hutchinson Clinic has grown by focusing on high-value outcomes for patients in its 10,000-mile geographic outreach area.

Searching for RCM Help

The clinic attributes its history of success and positive reputation to a foundation of convenience, affordability and patient satisfaction. And yet, as most enterprise health systems do, Hutchinson Clinic struggled with revenue cycle management (RCM) inefficiencies and lack of resources to support its inhouse team of medical billers, coders and back-office staff.

Some of these challenges were evident from Hutchinson's key performance indicators, such as days in A/R at nearly 40. Considering the MGMA days in A/R target is 33 and under, Hutchinson made it a priority to bring on an experienced health IT partner that could help heal inefficiencies and streamline processes.

As a result, the organization began searching for a third-party health IT vendor in 2017 to help them enhance their revenue cycle in the following areas:

- Coding of all claims
- Physician education
- Denial feedback on coding
- Charge entry
- Patient posting
- Accounts Receivable (AR) follow-up
- Lack of executive-level feedback during monthly steering committee meetings

A Consultative, Flexible Partner

After a series of interviews with HIT providers, nationwide, Hutchinson Clinic landed on CareCloud's Meridian Medical Management division. CareCloud's comprehensive RCM solution and services allow healthcare practices to shift the burden of collections off their shoulders so they can focus on more important things like patient care, and growing their operations.

According to Mike Heck, CEO of Hutchinson Clinic, and a local native, the choice came down to leadership.

"We needed the right level and technical ability of leaders in the RCM arena," Heck said. "We needed CareCloud on board to establish consistency in our billing and revenue process."

CareCloud's consultative approach, end-to-end services, and specialized, professional team helped streamline Hutchinson Clinic's back-office, enabling the organization to focus on what it does best: treat the residents of Reno County.

CareCloud brought its adaptive strategy and the full power of its RCM services to Hutchinson, helping the organization increase profitability and reduce administrative burdens. But that's not all.

> "HAVING A STABLE PARTNER LIKE CARECLOUD ENSURES THAT BILLS ARE GETTING OUT THE DOOR AND PAYMENTS ARE BEING MADE, WHICH FREES US UP TO FOCUS ON OTHER AREAS."

CareCloud went above and beyond by establishing a local office in the Hutchinson area to ensure hands-on support during the implementation process. The office also enabled CareCloud to stay close to the day-to-day billing workflow, ensuring claims were submitted correctly and denials were rectified quickly.

CareCloud did all of the heavy lifting behind the scenes, enabling Hutchinson Clinic to focus on patient engagement, provider recruitment and retention. As a result, the clinic saw a 15% improvement in days in A/R and a 3% reduction in the aged A/R report.

Hutchinson's partnership with CareCloud didn't only help them increase revenue and streamline back-office operations. As a byproduct, the clinic began to notice favorable responses from the patient community as well.

"We see quality care and patient satisfaction as our number one responsibility," Heck said. "Having a stable partner like CareCloud ensures that bills are getting out the door and payments are being made, which frees us up to focus on other areas."

An Extension of the Back Office and Part of Hutchinson Culture

CareCloud's flexible strategy allowed Hutchinson Clinic to choose their own path without sacrificing their identity, which was crucial during the transition period. This helped the clinic's team of roughly 60 RCM employees take advantage of CareCloud's onboarding and training before back-office workflow was revamped. Since the clinic is the primary care provider in Reno County, it was critical that transitioning operations to Carecloud be as seamless as possible.

> "WE NOW HAVE PEACE OF MIND KNOWING THAT OUR REVENUE CYCLE, SPECIFICALLY THE CODING, A/R AND POSTING COMPONENTS, ARE EFFICIENT AND ACCURATE."

In addition to RCM services, CareCloud introduced Hutchinson Clinic to PrecisionBI, its healthcare analytics and business intelligence platform to give the clinic critical data points into their financial health and operational efficiency. PrecisionBI helps practices reduce costs, analyze their workflows, and accelerate reimbursement times.

For Chief Financial Officer Dashun Monk, the knowledge that an experienced team of RCM professionals is supporting their back-office is a big stress reliever.

"The processes we had in place before bringing on CareCloud wasn't moving us in the right direction," Monk says. "With CareCloud's help, we are now meeting industry standards in terms of reducing A/R days, ensuring doctor's compensation and the efficient re-working of denied claims. We now have peace of mind knowing that our revenue cycle, specifically the coding, A/R and posting components, are efficient and accurate."

Throughout the partnership, Hutchinson Clinic has been able to modernize and enhance its RCM processes while staying true to its history and mission of community-based care, and CareCloud has become a part of the Hutchinson culture as an extension of the team that Heck and Monk work with every day.

"We didn't want to sacrifice what was important to us and our community," Heck says. "When we're talking to our physicians about their pain points, such as coding or compensation, it's important for them to know we're listening. Same goes for the patients—we need to be making their lives easier, not harder, and CareCloud is helping us succeed on both fronts."

From patients to payers and everything in between.
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