

# California-based Health Care System achieves 95 percent clean claim rate and drops rejection rate by 86 percent in one year



## Stats

Thousands of patient beds

Net patient revenue over \$10 billion

20+ hospitals



## Value

Rejection rate dropped from 12 to 1.44 percent

Clean claim rate improved from 81 to 95 percent

35,000 more clean claims per month

29,000 less rejections per month



## Solution

Automated edit review and intelligent workflow

Improves rejection rates

Provides reporting capabilities

Medicare Direct workflow and functionality speeds up bill cycle time

## Business issue

A California-based health care system was not seeing results with its previous claims management vendor, facing a clean claim rate of 81 percent and a rejection rate of 12 percent. With their contract up for renewal, the provider engaged nThrive for a rapid implementation of Claims Management and immediately began seeing the needed results.

## Overview

The health care system is one of the nation's leading academic medical centers. With thousands of patient beds and net patient revenue over \$10 billion, the system is a leader in the region and nation. With Epic as the health care system's patient accounting system, delivering best in KLAS resources to their employees is a top priority for the provider.

## Problem

The health care system was not experiencing results in terms of efficiency or staff satisfaction with its previous claims management vendor. Their clean claim rate of 81 percent and rejection rate of 12 percent were well below benchmarks. These statistics were symptoms of additional manual work required by billing teams. When employee satisfaction survey results showed that teams did not feel they had the tools necessary to achieve departmental goals, leadership knew they had to seek out a new claims management vendor.

## Solution

Using KLAS rankings and review data, the health care provider determined that nThrive was the best partner to complement their Epic system. With a few months before their existing vendor contract was up for renewal, the provider engaged nThrive for a rapid implementation in mid-2016.

The implementation moved quickly, allowing the provider to successfully avoid a gap in functionality. The provider benefited immediately from a measurable improvement in clean claim rate, a drop in rejections, and other nThrive capabilities.

## Value

In 2017, the health care system's clean claim rate averaged 92.9 percent – and peaked at 95 percent – which represented a 14 percent difference and 35,000 more monthly claims from what the organization achieved with the previous vendor. This performance placed the provider above the Epic average clean claim rate of 88.4 percent.

The health care system's rejection rate drastically improved from 12 to 1.44 percent – an 86 percent performance improvement over baseline and equaled 29,000 fewer monthly claims of costly rework.



nThrive's Claims Management is a complete tool – delivering automation, work-flow, EDI clearinghouse and cash posting functionality. Our users not only accepted the new technology, they are excited about it."

VICE PRESIDENT, REVENUE CYCLE

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