



Stats

Network of three hospitals and multiple health care and wellness facilities

Serves McHenry and Kane counties, Illinois

Largest employer in McHenry County
4,000 associates and 500 volunteers



Value

Collected 102 percent of cash goal within two months

Implemented A/R outsourcing in under 90 days



Solution

Augmented A/R resources through remote billing and collections

Complete outsourcing of full business office

Blended team of nThrive and Centegra personnel

On-site director for 30 days before and six months after implementation

Detailed project plan to streamline front- and back-end processes

Deployed nThrive technology including Claims Management, Contract Modeling, Charge Capture Audit and Collections Management for greater efficiency

Centegra Health System exceeds cash goal with streamlined revenue cycle

Business issue

Centegra Health System (Centegra) needed to streamline revenue cycle operations to sustain cash flow and reduce cost to collect so it could thrive in the industry's new reimbursement model environment.

Overview

Centegra is a network of three hospitals and multiple health care and wellness facilities in Illinois. Centegra took its name from the words "center," "integrity" and "integral," signifying that it is the center of health care for the communities it serves in McHenry and Kane counties. The system is McHenry County's largest employer.

Problem

The conversion to a new revenue cycle platform had revealed major gaps and inefficiencies in Centegra's revenue cycle process. Concerned that they would not be able to recover in time to meet cash goals, the organization's leaders began looking for a partner who could very quickly help them improve net cash collections from payors and continue to manage and reduce accounts receivable (A/R) days. "We needed a partner who could evaluate our needs and implement revenue cycle solutions quickly and with the least impact on cash and operations," said Robin Stoen, Centegra director of revenue cycle. "Time was of the essence."

Solution

Centegra engaged nThrive for a full business office outsourcing. In less than 90 days, nThrive was able to augment A/R resources through remote billing and collections outsourcing services and manage all of Centegra's active A/R. nThrive interviewed Centegra business office staff members and retained several employees to create a blended team, which was integral to fast-tracking the revenue cycle transformation. An nThrive director was deployed on-site for 30 days prior to go-live and for six months afterwards. A detailed project plan streamlined front- and back-end processes and reduced the impact on cash flow.

Value

Centegra went live with nThrive's A/R Services 30 days faster than a standard implementation. As a result, within two months of going live, Centegra was able to collect 102 percent of its cash goal. The delivery system is still working with nThrive to realize the benefits from the expedited outsourcing conversion.

"The fast and efficient implementation of the full business outsourcing engagement enabled our team to accelerate cash while improving productivity," said Stoen.



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**ROBIN STOEN, DIRECTOR OF
REVENUE CYCLE, CENTEGRA
HEALTH SYSTEM**

Engage with nThrive

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