nthrive™

# Promise Healthcare turns A/R backlog into $13.9 million in cash

## Stats

**Fifth-largest long term acute care network in nation**

**Based in Boca Raton, Fla.**

**5,000 staff members, 20 facilities**

**Known for outstanding clinical quality scores**

## Value

**Liquidated $13.9 mission in cash in six months**

**Resolved 48.97 percent of old accounts in six months**

**Referrals dropped 43 percent at day 90**

## Solution

**Streamlined, sustainable A/R business processes to convert receivables to revenue**

**New visibility into data**

**Root cause analysis to prevent future backlog**

**Renewed focus on initial billing efforts**

## Business issue

Promise Healthcare (Promise) was cash strapped and sought to increase cash flow that would address an A/R backlog with more than $97.6 million in outstanding receivables for accounts exceeding 90 days.

## Overview

Promise is one of the largest long term acute care (LTAC) networks in the country, headquartered in Boca Raton, Fla. With 5,000 staff members, 18 hospitals and two skilled nursing facilities, Promise is known for outstanding clinical quality scores that consistently outperform national benchmarks.

### Problem

Promise was struggling with a decentralized revenue cycle process for managing its accounts receivables (A/R) effectively. "We lacked the technology utilization, policies and necessary labor force to handle our A/R backlog," summarized Richard Gold, executive vice president, hospital operations, Promise Healthcare.

### Solution

Promise sought a seasoned, trusted advisor that they could collaborate with to support their A/R initiative. They enlisted nThrive to engage with their leadership team and analyze the populations causing the significant A/R backlog. Targeted accounts were loaded into nThrive's proprietary workflow technology and consultants resolved accounts that were more than 90 days old. nThrive implemented root cause analysis to prevent account aging and future backlogs, and identified processes and key issues causing reimbursement delays to sustain performance improvements.

### Value

Within the first six months, Promise liquidated $13.9 million in cash and resolved 48.97 percent of its old accounts. Referrals at day 90 dropped 43 percent. "The nThrive team has been extremely responsive and professional, and we have been very pleased with the results, particularly with the visibility into data that we never had before," noted Gold. "Through nThrive, we found the competency and technology we needed, but more important, we achieved results."

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**RICHARD GOLD, EXECUTIVE VICE PRESIDENT, HOSPITAL OPERATIONS, PROMISE HEALTHCARE**

## Engage with nThrive

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