



what's missing from your bottom line?

Accounts Receivable Services



It could be cash consumed in inappropriate contractual adjustments, denials or bad debt write-offs. It could be the cost of carrying aging accounts receivable.

#### Are You Experiencing Any of These Symptoms?

- Greater than 20 percent of accounts receivable over 90 days
- High staff turnover — recruiting and retention challenges
- Greater than 3 percent of gross charges written off as bad debt
- New or underutilized PFS information systems
- Numerous and complex managed care contracts
- Managed care payor mix greater than 20 percent
- Upcoming or recent PFS information system conversion
- Claim denial rates greater than 5 percent
- Increasing days in accounts receivable
- Declining cash collections
- Inaccurate contractual adjustments
- Cost to collect greater than 3 percent



If you haven't been considering all of these factors in computing your accounts receivable management equation, you may not have a total picture of its overall efficiency and cost-effectiveness. And, if you're not monitoring these key performance indicators regularly, you may not know the dollar impact they have on your cash collections. Ultimately, this adds up to dollars missing from your bottom line. Chapin Revenue Cycle Management can help you restore your bottom line.

Let us show you how.

## Chapin's Services Add Up to Greater Profitability for You

By increasing the efficiency and cost-effectiveness of your accounts receivable management, Chapin can increase both your bottom line and your cash flow. Our extremely flexible interface process allows for easy download of information from your system to ours with no disruptions. Our system also offers flexible reporting allowing us to customize reports to your specific needs. Whether we assist with some or all of your accounts receivable functions, you can count on an efficient and thorough handling of your accounts.

Here's what Chapin can do for you.

**Accounts Receivable Cleanup.** Chapin can "do the math" to discover whether there are outstanding insurance balances on claims. We can accurately separate your un-posted contractual adjustments and patient responsibility from unpaid insurance dollars.

And, Chapin will collect your insurance dollars due and completely resolve the accounts.

**Extended Business Office.** We know that the longer a claim is in your system, the less chance you have of collecting it. By turning over your aging commercial and managed care accounts to Chapin, your staff can focus its efforts on those accounts that are most collectible. After all, we specialize in resolving problematic, aging commercial and managed care accounts.

**Litigation/Legal.** Legal assistance may be appropriate when a commercial or managed care payor refuses to honor a claim in accordance with the terms of your contract or your patient's benefit plan. At your direction, our legal staff will take the appropriate action to ensure that coverage is honored for your patient and that your claim is paid.

## Solving Your Accounts Receivable Management Problem

Governmental payors are predictable and self pay accounts have a life of their own. As a result, the greatest opportunity to impact a hospital's cash flow and bottom line typically lies within its commercial and managed care business. While there will always be some difficult payors and contracts, steps can still be taken to minimize the effects of inappropriate contractual adjustments, denials or bad debt write-offs. Left unchecked, these factors all contribute to a high percentage of unpaid claims over 90 days and will subtract from your profitability and cash position.

Chapin can prevent these percentages from adding up. We can help you develop your baseline measurements. And through our Accounts Receivable Management program, we can work as an extension of your staff to optimize revenue cycle performance and cash collections. Simply put, we will collect more cash faster.

## Summing It All Up — Chapin Adds to Your Bottom Line

We know unpaid claims are often written off as uncollectible — sometimes that will be your only choice. But in the end that means lost revenue. So it makes good business sense to ensure that every dollar possible is collected — and fast. Chapin knows how. We have the experience and expertise. We have a system that will easily work with yours. And whether we help with some or all of your accounts receivable functions, we can subtract from your true cost to collect. This adds to your bottom line.

Our goal at Chapin Revenue Cycle Management is to ensure that nothing is missing from your bottom line.

## Chapin Revenue Cycle Management Can Help You

- Reduce days in accounts receivable
- Increase cash collections
- Optimize utilization of your PFS IT solutions
- Sustain your cash flows during PFS IT conversions
- Reduce bad debt write-offs
- Reduce claim denial rates
- Reduce your cost of collections

Let us help you recover what's missing from your bottom line. Call **813.282.3999** or visit us at [www.chapinrcm.com](http://www.chapinrcm.com)

## We Put our Experience to the Test

Chapin's years of experience with commercial and managed care payors are put to the test for you. We understand both the federal and state legalities associated with each payor and product type and will use this knowledge to your benefit. And our seasoned, specialized professionals — all insurance industry and health care provider insiders — have the background needed to accomplish the tasks necessary to support your accounts receivable management.



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