



## CLIENT SUCCESS PROFILE

**Name:** Covington County Hospital

**Location:** Collins, Mississippi

**Bed Count:** 25

# Turning lost revenue into found opportunity, resources and efficiencies

## Introduction

Covington County Hospital came to TruBridge with the primary goal of getting back lost revenue. As this case study will reveal, our partnership accomplished that and so much more.

Within the first few months of implementing the TruBridge service, Covington County experienced:

- √ Fast, reliable billing and collections staffing
- √ Improved processes
- √ Reduced A/R days/increased cash collection

More importantly, Covington County Hospital was able to invest the time and money they saved into providing even better care to their patients.

## The Solution:

Covington County Hospital utilized the TruBridge revenue cycle solution, ARMS (Accounts Receivable Management Service), to address the ever-present challenge most community hospitals face: accounts receivable management.



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## The right staff for the job

Greg Gibbes, Covington County Hospital CEO, said finding the best employees is critical for him and his team, which can be difficult in a smaller community. TruBridge's Accounts Receivable Management Service (ARMS) solution provided the staff necessary to bill and collect from patients and insurance companies without the turbulence of filling the positions locally.

"TruBridge Accounts Receivable Management Services provides us the best available staff," said Gibbes. "We're blessed to have a lot of great staff here at the hospital. But like any other facility, we do experience a high rate of turnover. It's difficult to maintain a consistent staff that's been through training and possesses the skills necessary to perform at a high level!"

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## Shorter revenue cycle, improved cash flow

Since Covington County has been utilizing the TruBridge ARMS solution they've seen improvements in several areas, including a more efficiently run business office, more accurate claims, a shorter collection cycle, and more streamlined processes.

**"Consistent billing and collections have resulted in an increase in cash and decrease in AR days," said Liz Saulters, Covington County's Business Office Director. "We also implemented interim billing for our swing-bed patients to improve cash flow and it's working out really well."**



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## Accounts Receivable Management Service (ARMS), a TruBridge solution

TruBridge has the size, talent and resources to help you meet your financial and customer service targets.

Our comprehensive solutions provide streamlined operations leading to reduced A/R days and increased cash collections. Our customers typically see A/R days reduced by 24% and cash collections increased by more than 13%.

Looking for similar solutions and results? Find out how TruBridge can help you solve your revenue cycle issues. Whether you have a problem with revenue cycle staffing, getting the most out of your current revenue cycle product or correcting broken processes, TruBridge can help.

**"Consistent billing and collections are now being done, and we can see that with our increase in cash and our lower AR days."**

— Greg Gibbes  
CEO



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