



**Client:**  
Door County Medical Center

**Location:**  
Sturgeon Bay, WI

Annual Patient Revenue: \$173M  
Physicians on Staff: 175+

## TRUBRIDGE REVENUE CYCLE MANAGEMENT

# Improving financial outcomes, reducing patient financial worries

**“We can do better than what we’re doing right now.** It’s going to take a better process, better product, and the right people in the right places doing the right things. If we do all of that, we’re capable of and we deserve better financial metrics.”

According to Tiffany Huston, Manager of Patient Financial Services, Door County Medical Center (DCMC), their revenue cycle needed improving. AR days were too high, first pass clean claim rates were too low, and self-pay cash collections were down. Silos needed to be dismantled and it was time for everyone on the billing team to work together in the same direction with one common focus: the health and wellbeing of the patients.

The TruBridge RCM EHR-agnostic RCM solution helped drive some impressive results:



*“ If you’d told me two years ago that generating \$2M in additional cash and holding payors accountable for \$215k in contract underpayments was possible, I would have thought you were dreaming.*”

### THE SOLUTION

The Door County Medical Center team was on a mission to make major improvements to their revenue cycle, and to do so with the patients in mind. “We’re all working together in the same direction of getting paid faster that treats everyone with respect and dignity and that our patients were kept in mind the ENTIRE time.”

They started with a TruBridge Revenue Cycle Consultant who helped them clean up their processes and made recommendations to improve the revenue cycle. Once some of the processes were cleaned up, they moved forward with implementing TruBridge RCM.

“The product is exceptional, however, what really made a difference is the TruBridge team members. They hold weekly optimization calls with us to review, troubleshoot and optimize the software to help us realize even better results. TruBridge customer service is unmatched”

"Even during COVID-19, when most are seeing a decrease in cash collections, we saw record payments from patients in March, April, and May because we used the software in a way that integrated with our community."

## THE RESULTS



### Reduced AR Days by 30%

According to Huston, "With implementation of Claim Scrubbing/Submission, Automated Secondary Billing and Remittance Management, we reduced our AR days by 30 days!" The DCMC team also reviewed their internal processes to make sure they matched the product, ensuring the best success.

TruBridge solutions:

- Process Improvement Service
- Claim Scrubbing\Submission
- Automated Secondary Billing
- Remittance Management



### Self-pay cash collections increased by 30%

Patient healthcare literacy has made a big difference at Door County Medical Center.. "The electronic eligibility verification and PLE tools that we have used both internally and externally have allowed us to have the self-pay conversations a lot sooner," Huston said. "Our experience is that when a patient knows up front what they're going to pay, they pay their account in full within six months 60% of the time."

She continued, "The financial experience is directly related to the patient experience. You have to have both. What we do (in the business office) improves healing. If a person is stressed about their bill, it will negatively impact their recovery and delay their healing. If we can take that worry away, our patients will have better results."

TruBridge solutions:

- Process Improvement Service
- Overall combination of the TruBridge RCM product



### 75% reduction in write offs

In 2019 DCMC wrote off around \$1.9 million primarily due to not meeting timely filing deadlines. For fiscal year 2020, they reduced write-offs by 75% and decreased denied claims by 86%. Huston said reducing the write-offs is due to a combination of improved billing processes and a superior product. "The ability for the TruBridge RCM software to catch billing errors before the claim goes out the door is simply phenomenal and the result is we are receiving payment in a record timeframe for us. When a claim is denied, auditing the claim and working it through the denial process before the deadline is simple and effective."

TruBridge solutions:

- Denial and Audit Management

Just two short years ago DCMC would have thought these types of results were unattainable. However, Huston believes they've experienced such success because they committed to investing in all three phases of the revenue cycle: their people, their process and their products.

**If you'd like to know how TruBridge can help your organization achieve results too, please contact us at 877.543.3635.**

*"When a patient knows the price of their service and their liability, they are 60% more likely to pay in full within the first 6 months."*



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