

Sustaining business continuity during a system conversion

West Tennessee Healthcare's success story



Case Study: West TN Healthcare



Converting to a new patient accounting system is complex, presenting multiple simultaneous challenges including:

- Intensive needs for designing and building the new system
- Training staff on the new system while resources are scarce
- Reduced focus on critical legacy A/R activities

Failing to meet these challenges could result in patient dissatisfaction, staff frustration, decreased cash flow, and unnecessary legacy system maintenance fees. If you are considering a system conversion, West Tennessee Healthcare's story provides a roadmap for successfully addressing these simultaneous challenges.



Background

West Tennessee Healthcare is a public, not-for-profit system serving a population of 500,000. Their 7,000 employees provide a broad spectrum of care across seven hospitals and multiple clinics.

In 2016, West Tennessee Healthcare learned their current system would be discontinued, necessitating a conversion. After selecting a new system, they began looking for help in resolving their legacy hospital and physician third-party A/R, so they could keep cash flowing, focus on new-system training, and avoid legacy system maintenance fees.



Enter Xtend Healthcare

West Tennessee Healthcare selected Xtend Healthcare to resolve its legacy A/R because we could:

- Work all **account types** and minimize any returned, uncollected accounts
- Staff an **onsite director** at the client's location, for in-person, hands-on support throughout the project
- **Dedicate a team** to work exclusively on the client's accounts
- Apply our **strong experience** with this type of project — and our **deep knowledge of the local payor environment** — to streamline processes and maximize resolutions



A phased process

While West Tennessee Healthcare and their new provider worked through some implementation delays, we customized a three-phase solution that could adapt to our client's changing needs throughout the conversion:

March 1, 2017: first accounts assigned

Phase 1
March 2017 – February 2018

All inpatient and outpatient accounts assigned at **day 120** from discharge

Phase 2
February 2018 – March 2018

Xtend continues working aged A/R, **adjusting placements** to meet client needs

Phase 3
March 2018 – December 2018

Placements continue until **all legacy accounts** are placed with Xtend

Executive summary

- **Situation:** West Tennessee Healthcare learned they would need a new patient accounting system, because their current one would be discontinued.
- **Challenges:** During the conversion, they needed to maintain cash flow, build and train staff, and preserve patient satisfaction.
- **Actions:** West Tennessee Healthcare hired Xtend Healthcare to resolve legacy inpatient and outpatient third-party hospital and physician third party A/R.
- **Results:** We **resolved 99%** of the **\$283M** placed with us, **recovering \$53M** in cash.

“Xtend Healthcare efficiently and professionally resolved our legacy A/R. This critical support helped us keep cash flowing, so we could get our new system up and running and continue to deliver compassionate care in our community.”

— Wade Wright, Executive Director of Patient Financial Services, West Tennessee Healthcare



The results

West Tennessee Healthcare placed **\$283 million** in A/R with us, in more than **83,000 accounts**. By the project's end, we achieved a **resolution rate of 99%** by account value (**99.6%** by number of accounts) and recovered **\$53 million in cash** for our client. We are proud to have helped ease West Tennessee Healthcare's transition, enabling them to continue delivering on their mission of providing needed care in their community.

May 5, 2018: system conversion complete

December 31, 2018: Xtend Healthcare's legacy A/R assistance concludes

Contact us today. We can't wait to get started.

Daniel Brooks, Chief Commercial Officer • (770) 540-2628 • dbrooks@xtendhealthcare.net

xtendhealthcare.net