

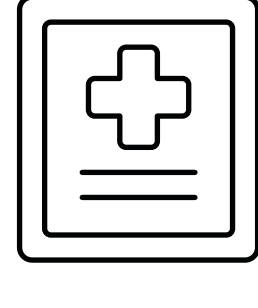
# THE GREAT RESIGNATION



## Its Impact on Physician Revenue Cycle Management

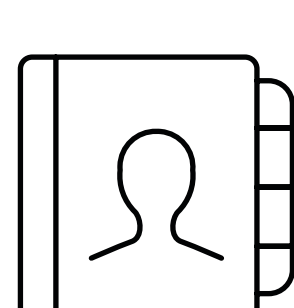
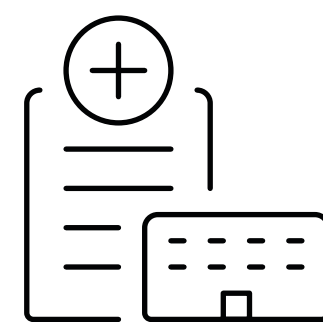
The healthcare industry has been hard hit by the Great Resignation. Much has been reported on the shortage of clinicians, but it has also affected qualified medical coders and billers.

### What's Driving the Staffing Shortage?



**9% GROWTH** – The projected need for medical records and health information specialists from 2020 to 2030<sup>1</sup>

**COMPETITION** between practitioners and hospitals as each vies for needed healthcare and related staff<sup>2</sup>



**68,000 ADDITIONAL HEALTHCARE CODES** – Billing & Coding have become more complex due to ICD-10<sup>3</sup>

### Payers are Struggling



**INCREASING RATE OF DENIALS** across payers

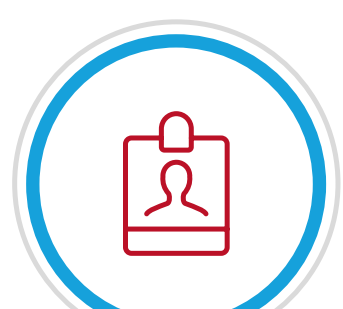


**LONGER RESPONSE TIMES** elongating appeal process

### The Physician Practice Impact

- ✗ Team capacity strained by turnover
- ✗ Lower quality in coding/billing
- ✗ Higher initial claims denials
- ✗ Increased number of accounts in A/R and days in A/R
- ✗ Increased overhead (salaries, benefits, etc.)
- ✗ Decreased cash flow

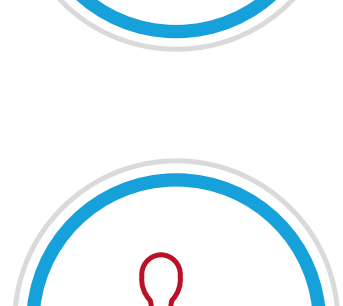
### Benefits of Outsourcing Revenue Cycle Management



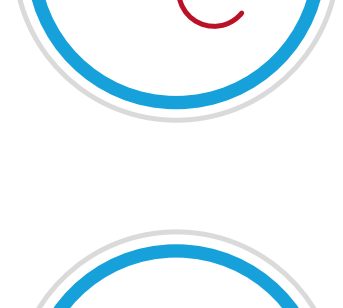
**CONSOLIDATES AND AUTOMATES** multiple administrative and billing duties



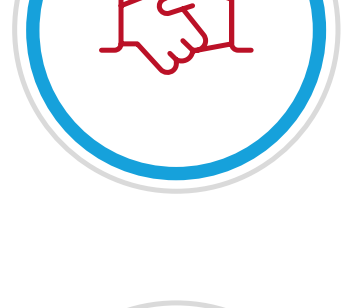
**REDUCES ERRORS** (the primary source of denials)



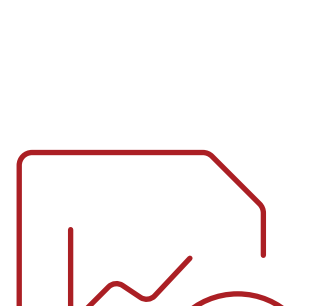
**NEGATES THE IMPACT** of internal turnover



**ENHANCES PAYER RELATIONSHIPS** and understanding



**SHORTENS THE REVENUE CYCLE** by reducing reimbursement turnaround time



### Partnership in Success

A successful revenue cycle is about prevention through clean claims---requiring an understanding of the trends, practices and operational workflows of payers.

**YOU CARE FOR PATIENTS. WE CARE FOR YOUR BUSINESS.**

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