



CASE STUDY

MIDWEST COMMUNITY HOSPITAL

About the Client

The client is a faith-based, 131-bed acute care hospital located in the Midwest, with many subsidiaries, including physician services, a rehabilitation center, and an assisted living facility. It is affiliated with two additional hospitals and a surgery center.

The Challenge

The client was experiencing multiple patient billing issues and needed to find a new billing partner that embraced the same corporate culture of compassion, excellence, integrity, and respect.

The Solution

The hospital chose to partner with Revenue Enterprises as its early-out, self-pay billing vendor. Revenue Enterprises works as an integrated part of their internal team, fostering positive, personalized relationships with their patients. Revenue Enterprises delivers streamlined, successful billing processes with a focus on genuine patient satisfaction.

Results

Revenue Enterprises made the implementation process smooth from start to finish. The client is delighted with the results it has experienced since partnering with Revenue Enterprises. They use Revenue Enterprises for patient advocacy, consultative account reconciliation, detailed reporting, and customized patient statements. They've also implemented self-help solutions, including a branded payment portal offering alternative payment methods, an IVR pay-by-phone option, and SMS text alerts with easy payment options.

In addition to a significant reduction in billing issues, Revenue Enterprises has helped the hospital achieve:

56.17%

12-month rolling net collection rate

90%

average patient satisfaction score

The hospital chose Revenue Enterprises because of its values of integrity, passion, and respect, with a focus on patient billing excellence and patient satisfaction.

“Revenue Enterprises is easy to work with, and we appreciate the billing trends they share with us so we can continue to change our billing process to serve our patients better.”

Hospital VP of Finance/CFO

