



How To

Increase Cash On Hand

Without An Increase In Patient Complaints

Scotland Health Care System (SHCS), is a non-profit, community owned organization. SHCS is also the area's largest private employer. Atrium Health, the largest healthcare system in the Carolinas, manages SHCS.

Problem Statement :

SHCS's Business Office team managed all active patient accounts. Improving cash flow and patient engagement was of utmost importance. Areas recognized for success include a relief of high call volumes, payment plan management, and reporting.

Another initiative was to install a new and more sophisticated patient accounting platform. To accomplish this, a business partner specializing in healthcare with technological experience was necessary.

Outsourcing self-pay and balance after insurance accounts would permit SHCS staff to focus on more complex, high dollar claims. The initial inventory consisted of \$1.6 million with ongoing volumes of \$3 million per month. SHCS requested bids from five nationwide vendors that provide Early-out services.

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MDS Solution:

MDS met all requirements and are the sole solution provider for SHCS. A team of recovery specialists, insurance and claims resolution specialists, team leads, and account researchers make up the early-out division.

Artificial intelligence and automated call campaigns allow recovery specialists to manage an average of 200 calls per day, equating to at least 18,000 call attempts each day. **MDS assists patients in resolving their balances without causing complaints.**

**MDS SPECIALIZES
IN GETTING YOU
BACK ON TRACK!**

200
CALLS/DAY

=

18K
CALL ATTEMPTS
PER DAY

IMPLEMENTATION:

A dedicated project management team with the ability to program around existing file formats is a huge advantage of MDS. Their team consists of project managers, programmers, operations, and client service managers.

**Want to improve your
healthcare organization's
chance of getting paid?**



“As a multi-facility Healthcare organization, we recognize MDS as a leader in healthcare recovery. MDS is a professional organization with cutting edge technology and outstanding customer service.”

**~Division Director, Business Office Operations of
a 50+ Hospital Company**

BENEFIT 1:

MDS works in complete transparency to relieve the influx of patient interactions. Utilizing artificial intelligence and proven processes, MDS maximizes recoveries and eliminates time-sensitive communication challenges. MDS's team is available from 8:00 AM to 8:00 PM, Monday through Friday, and each account placement remains with MDS for 120 days. Approximately 45,000 accounts each year are serviced for SHCS. MDS maintains a mature average recovery of 35%.



45K

ACCOUNTS SERVICED
ANNUALLY

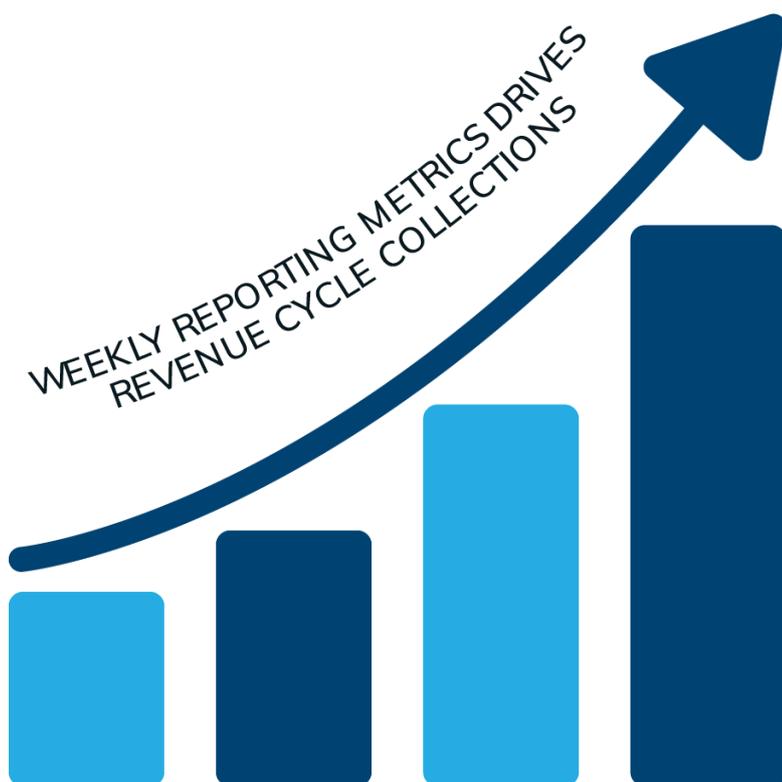


35%

AVERAGE RECOVERY

BENEFIT 2:

Reporting metrics are important to SHCS. To help reach their revenue cycle collection goals, key reports are shared on a weekly basis. Insurance, claim re-billing, adjustments, payment plan details, notes, and corrected addresses are captured. These details are also available to clients for daily review utilizing MDS's online client web-portal. Additional specialized reporting based on aging insurance, payment details, and cancel files are also supplied and serve as valuable tools. MDS is able to report any metrics back to their clients as long as the data exists in the original placement files.



BENEFIT 3:

In January 2019, a system conversion was implemented to transition SHCS from Paragon to Epic. Having years of experience with virtually all patient account systems, MDS's IT and Early-Out divisions were able to capture and process all legacy accounts. This resulted in a wide range of satisfied patient interactions and uninterrupted cash flow. By outsourcing their legacy A/R to MDS, SHCS's staff was able to focus on training for their new system and current days in A/R.



Client feedback!

"Our expectation for implementing a secondary bad debt vendor was to find the money that you would find in your sofa. So far MDS has performed as if they have turned over Warren Buffet's sofa."

Executive Director,
Patient Financial
Services 1,311-bed,
Five Hospital System18



SUMMARY

- MDS' Early-out solution provides access to recovery specialists over an extended time-frame to assist patients with questions and satisfy their accounts.
- In-and-out bound call volumes are handled in a swift and friendly manner, thereby increasing revenue.
- MDS tailors their work processes to achieve patient community and business office satisfaction. Detailed reports and exemplary communications are used for a transparent partnership.
- MDS is able to quickly implement a proven revenue solution to increase cash flow at the hospital and system level.

System conversions appear seamless to your communities when working with MDS.



Thank You For Requesting Our Special Report

Schedule A Call With Us Today!
Discover How MDS Can Help You Collect More
Without Compromising Patient Satisfaction.

CLICK HERE

