

Hawthorn Solution

The Hawthorn Advantage: Exceptional Recovery

Hawthorn Physician Services

10820 Sunset Office Drive, 3rd Floor, St. Louis, MO, 63127

314-238-5216

Results Are In: Hawthorn Exceeds Industry Standards

Improving Practice Performance by Reducing Average Days in A/R

Like all business endeavors, medical billing generates data that can be used to measure results and promote continuous improvement. Your data is potentially valuable, but only when compared to standard performance benchmarks.

At Hawthorn Physician Services we maximize the value of our clients' business data. We share revenue-related trends and statistics, including claim rejections, claim denials, collections and payer trends. We can compare your billing and collections data to industry benchmarks, reveal the health of your practice, and improve your results.

In 12 months we added nearly \$1 million to the practice's bottom line.

Shelly Bangert, director of revenue cycle management, explains how Hawthorn has achieved excellent results against benchmarks. "We look at a range of metrics for each of our clients. With accounts receivable (A/R), for example, we look at every individual claim in A/R buckets for 30, 60, 90 and 120 days. We know the best collections are achieved in the first 40 days."

Many practices run 45 to 55 days in A/R, but Bangert reports that Hawthorn's results are better. "To cite just one example, we have a 9-person hospital-based practice that dramatically lowered its days in A/R in its first year with Hawthorn. When they started with us they were running 48 days in A/R. Not terribly bad, but by applying our processes we lowered that metric to 39. Now the physicians are getting paid quicker on every claim by an average of about a week and a half—which means faster money, and also means fewer claims aging and becoming less collectible. Our

A/R team deserves the credit for adding nearly \$1 million to their bottom line in the first 12 months."

The Medical Group Management Association (MGMA) has identified the factors that reduce days in A/R: Timely filing of claims, submitting clean claims, following up with payers, and holding payers accountable for contracted amounts. Hawthorn excels in these areas. We confront A/R directly. We review explanations of benefits to make sure payers comply with their contractual terms, and we appeal every denial on the spot.

Hawthorn understands the appeal processes for all payers, and our senior A/R representatives have established high-level contacts with insurance companies, Medicare and Medicaid. We can resolve your issues and expedite your claims.

If you're tired of mediocre results, activate the Hawthorn Advantage, which includes our promise of **Exceptional Recovery**. We'll hold your payers accountable and improve your results against industry benchmarks. We'll recover more revenue and place fewer bad debts with collection agencies. Hawthorn's experienced team members will reduce your average days in A/R and accelerate your revenue recovery. Visit www.hawthorngrp.com and contact us directly to learn how we can maximize your reimbursements.



HAWTHORN
PHYSICIAN SERVICES CORPORATION

Addressing Complexity with Certainty