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Jackson Health System Physicians Achieve More Than 100% Increase in Annual Cash Collections

About

Jackson Health System is a complex, nonprofit, academic medical system located in Miami, Florida, with a thriving physician group working across multiple primary care and specialty care centers, as well as a myriad of hospital-based providers. Jackson Health has a close relationship with the University of Miami (UM) and has many UM providers on staff, as well as a UM residency program.

Challenge

Jackson Health physicians were dissatisfied with their existing revenue cycle vendor due to coding errors, a lack of accurate practice data, and a legacy platform that constrained the implementation of tools that could improve coding quality. Christopher Wing, CFO and COO of Jackson Behavioral Health Hospital explains, "They offered very little data on a timely basis; simply put, there was very little transparency." Wing says that any data they did receive was generally 45-60 days old. The data was of such poor quality that the health system had no idea who was billing what and for how much, which made it impossible to identify and proactively address issues.

Jackson Health physicians decided to look for a new revenue cycle partner that could help develop more holistic, integrated solutions to improve the financial performance of their group practices. The health system also wanted to improve documentation and reporting, add a patient forum and governance, and enhance and implement core platform capabilities.

> With Conifer, Jackson Health physicians saw a 25% decrease in A/R days.

"We really felt like Conifer valued our relationship and wanted this to be a long-term partnership. I would 100% recommend Conifer!"

Christopher Wing
CFO and COO
Jackson Behavioral Health Hospital

Solution

Jackson Health physicians chose to partner with Conifer because of the company's extensive revenue cycle expertise and more than 30 years of experience. Conifer took a multiple-step onboarding approach to transform the revenue cycle processes and workflow, which included:

- Shifted coding, clinical documentation improvement, billing, and collections to the optimized processes of Conifer's multi-shore, revenue cycle factory

- Provided extensive training to help Jackson Health's revenue cycle team better understand their EHR system

- Developed more effective business intelligence and reporting capabilities to increase data insight and allowed for a roadmap to improvement

- Conducted clinical documentation improvement training for physicians

- Trained staff to better identify and avoid denials

- Defined and aligned all revenue cycle goals to improve collections, reduce aged A/R, increase coding quality and shorten turnaround times

Conifer leveraged a billing system to capture source documents from Jackson Health's Cerner and Siemens patient accounting systems in order to create a complete demographic record. Conifer and Jackson developed a notification system, derived from Cerner documentation, so that coders would be notified when a service has been delivered for a billable service.

80% REDUCTION IN CODING TURNAROUND TIME

100% INCREASE IN AVG. MONTHLY COLLECTIONS

RESULTS

With Conifer, Jackson Health physician RCM was able to achieve significant improvement in a short period of time. Wing was impressed with Conifer's well-developed network of subject matter experts, many of whom were on site or willing to come on site, as well as their level of insight into best practices. He shares, "When you talk to their IT, billing or coding experts, you realize they are deeply experienced in every area."

Wing was also pleased with how involved Conifer's senior executives were in the relationship. "Day One involvement with senior leadership was really impressive," he says. "It gave us a level of comfort."

Results included:

- 100% increase in average monthly collection—from $2M (2016) to $4.1M (2022).

- 25% decrease in A/R days

- 80% reduction in coding turnaround time—from 15 days to 3 days

- $351K in collections from implementing 17 new quality measures via NCQA healthcare effectiveness data and information set

Based on these results, Jackson Health renewed its contract with Conifer for an additional 3 years.

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