



Radiology Consultants Uses RevSpring to Increase Daily Transactions and Resolve Billing Issues in Less Time

THE SOLUTION

- Automated outbound calls streamline collections
- Patients can now call in for automated patient accounting including:
 - Payment by credit card, check or installment plan
 - Last payment date and amount
 - Updating or correcting

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- Vicki McHughes,
Practice Manager

How do radiologists handle patient collections when they never see the patient face-to-face? That was the challenge faced by Radiology Consultants, PC, a hospital-based radiology consulting practice in Oklahoma City.

Radiology Consultants has a staff of 17 physicians who receive patient information and images directly from Mercy Health Center and Oklahoma Heart Hospital using solutions from Merge Healthcare. Once the physicians complete their diagnostics, Radiology Consultants bills patients based on information provided to them by the hospitals.

The final step of collecting from patients proved to be the most time consuming and costly part of the process. Billing staff at Radiology Consultants was simply not able to spend the time needed to reach patients and resolve billing issues, and they knew they needed a tool to help. According to Practice Manager Vicki McHughes, "I was frustrated with trying to figure out what kind of options were available. I wanted to use my staff for more than just sitting on the phone trying to reach people all day."

McHughes turned to a trusted colleague in the field, who strongly recommended RevSpring. "The implementation was very simple. RevSpring had the calls customized for us almost immediately. We were up and running in just a couple of weeks. And they are now working with our medical software vendor, Merge, which is also helping to streamline our processes."

McHughes reports that her staff was thrilled with the implementation of RevSpring's outbound IVR solution. "The staff loves it. They were so elated not to have to make all of the outbound calls, and it's much easier for them now to take inbound calls, which are more focused on specific billing issues." For ongoing support issues, Radiology Consultants rarely needs to contact RevSpring's support team. "It's always for something we've done wrong on our end. Bob and Susan at RevSpring are always on top of it – they get it done."



THE RESULTS

- Two hundred additional credit card transactions per day
- Reduced >120 day A/R
- Reduced write-offs
- Reduced FTE hours specifically for patient pay collections
- Accounts are never stagnant or forgotten
- Common billing inaccuracies are discovered and resolved quickly
- Calls are less expensive than statements, and are integrated with existing accounting software

Radiology Consultants have been using RevSpring's outbound IVR for close to two years. In that time, they have seen their daily credit card transactions increase by 200 percent, reduced their accounts receivables and write-offs and been able to reduce the number of FTE hours devoted to patient collections.

McHughes says she is thrilled to recommend RevSpring to others. "We've talked to several other organizations about how we use the tools, and are always happy to recommend them. After all, we're all trying to get paid. We have to work smarter, not harder."

ABOUT REVSPRING

RevSpring is a leader in patient communication and payment systems that tailor engagement touch points to maximize revenue opportunities in acute and ambulatory settings. Since 1981, RevSpring has built the industry's most comprehensive and impactful suite of patient engagement, communications and payment pathways backed by behavior analysis, propensity-to-pay scoring, intelligent design and user experience best practices.

RevSpring leverages "Best in KLAS" software and services to deliver over 1 billion smart medical communications each year that drive increased patient engagement and payment rates.