



HEALTH

# Coronis Making a Difference in the Success of GRMC

AR Surge / CAH Transition Rescue

How Coronis Health Supported Leadership Changes and a CAH Transition

## Stats

- Placed on the red list in December of 2020 and Coronis came in and turned that around in June of 2021
- A \$10 million decrease in outstanding AR in two months during a rebill and AR Surge project
- 32% increase in gross collections over a 90-day period
- Reduced total AR denials by \$1.3 million in the first 90 days of the contract
- Maintained a 72% resolution rate over an inventory of 22,597 accounts

## Company Quick Facts

- Critical Access Hospital in Silver City, NM
- 68 licensed beds
- The only hospital within a 45-mile radius to serve the residents of Silver City and surrounding areas

## Consistent Cash Flow

*“Coronis Health has had our back throughout the entire CAH transition process. At times, it has been a very challenging and chaotic process. Having Coronis to lead on for collections and AR follow-up has allowed us to focus on the many additional needs of our facility. We can trust that Coronis will get the job done!”*

GRMC Cash Controller, Jennifer Klotz

## Excellent Relationships

*“We have developed excellent relationships with the leadership and RCM staff while showcasing our accomplishments throughout the last six months. What a great success story!”*

Coronis Health

## Story

We began the contract with GRMC in March of 2020. They were coming off a relationship with a prior vendor that left them dissatisfied. The prior vendor had left the AR stagnant and was only working six claims per day/rep. Within 90 days, we had reduced the total AR denials by \$1.3 million, built a 72%

resolution rate, and had increased production from six accounts per day/rep to a minimum of 35 accounts per day/rep. Monthly collections were averaging \$4.1 million. Within the first 90 days, we also were able to expand our services into payment posting, coding, and eligibility/authorization.

By August of 2020, all of the executive leadership who had made the decision to sign our contract, departed the organization. They were replaced by an outsourced company, HealthTech, who filled the leadership roles with temporary positions. In addition, the decision was also made by GRMC to move to a Critical Access status in an effort to increase their collection rate.

The transition of leadership and CAH decision was followed by months of dysfunction at GRMC. Employee turnover was high due to layoffs and departures. GRMC cycled through three different Revenue Cycle Directors. The constant switching of leadership required us to be nimble and ready to adapt to new goals and decisions. Amid all of the organizational challenges, our team continued to work the AR and collect money to stabilize the hospital.

In December of 2020, the CAH transition took its toll and the facility experienced just \$2.7 million in revenue. Under the circumstances, this should have sunk the hospital. However, our team was able to take on additional tasks and projects to overcome the staff shortages at the hospital to turn the revenue stream around.

Beginning in April of 2021, our team began a robust project to rebill six months' worth of Medicare claims. Our team developed a rebill workflow and plan to deploy eight additional FTEs to work specifically on the rebill project. In just 90 days, our team was able to rebill all of the 7,000+ Medical claims and reached an all-time high for GRMC collections of \$5.7 million. We have successfully turned the tide of the damage from the CAH transition and months of shortages and have things back on track. We could not have done it without the attentive offshore resources, communication between all parties at Coronis, and maintaining a good rapport with the remaining staff at GRMC.

The Coronis coding team also partnered with GRMC, where we successfully initiated ER coding and successfully intercepted all specialty coding, namely OBS, EMS, Surgery, IP-DRG, Cancer Center, and Ancillary coding.

Coronis coders assisted the AR team in terms of coding and billing denials and assisting cashflow, as well as managed to cover backlog volumes by working over the weekending and helped to reduce the DNFB. The Coronis coders consistently maintained a coding accuracy of >95% withing HFMA guidelines.

## Our Ambitious Goal

We started the rebill project with a 90-day timeline, based on the eight representatives working 35 accounts per day. Our team exceeded that expectation and rebilled all of the claims in two month's time. We averaged close to 55 accounts per day, which is a stellar production number.

In addition, we also promised an AR Surge to help GRMC get extra money in the door before the end of their fiscal year in June 2021. Our team exceed the collection goal with a record month.

## Ready at a Moment's Notice

We were prepared to deploy additional FTEs and develop a work plan when the facility was overwhelmed and needed help. Because we had a good, cohesive working relationship with the client, we were able to deploy this quickly. They trusted that we would deliver and complete this great undertaking of rebilling over 7,000 claims.

The RCM leadership team developed a workflow/handoff diagram reflecting the process of how work was coordinated between the Coronis team and the GRMC team. What made us successful in mitigating the inventory is compiling a full roster of the FTEs we have assigned to the account. The workflow reflected the owners of each process in our scope of work, while also outlining the steps involved in the communication process between our team and the GRMC team.