

Revenue Cycle Management, Reimagined

Coronis Health Becomes Part of Our Client's Practice Fabric for All to Benefit

When Relationship Builds Stability, Growth, and "Stickiness"

110K

Annual Savings
from Streamlined
Practice Operations

17%

Growth

\$300K

Savings from Eliminating
Unprofitable Business Lines

Situation

Historically, Hawaii Pathologists Laboratory (HPL) operated with in-house billing, relying on technology and/or some hybrid services that grew out of control, enhanced by ineffective internal management, and challenged "partners" on the outside. After years of wandering the RCM desert, Coronis Health was connected to the physician leadership of HPL by virtue of "friends and family" in the pathology community. The strength of reputation and relationship literally dropped this very large opportunity into our hands. After some time evaluating the billing operations, it was clear what needed to happen.

Testimonials

“Relationship is all that counts in our highly specialized, boutique business. Strength of the business in terms of retention of profitable accounts cannot be matched in the industry.

For HPL, from the very start, the body of Coronis Health has worked to build the foundation of a relationship that will transcend changes and challenges, just like we did in weathering the COVID “V” growth.

All of that translates into mutual benefit with Coronis yielding increasing margins as time goes on and as the relationship deepens. The beauty of our success is that we grow on the backs of our clients as we help them grow. Symbiotic.”

– President, Coronis Laboratory & Pathology

Solution

Coronis Health first executed a review of current operations, followed by managing a review of RCM companies, including Coronis Health, to compete for the full outsourcing of the billing & collections. It was patently clear who would win the bid, but Coronis Health competed fairly and strongly, coming out on top to be privileged with the long-term contract for RCM services. What followed was simply good fortune when HPL named Coronis Health’s Laboratory & Pathology President as their consulting Practice Manager with a contract through 2022 – to start.

Results

From that point forward, Coronis Health and HPL have collaborated on a great many significant priorities to benefit HPL and, by relationship, Coronis Health. Operations have been revamped within HPL. Transparency has been re-instilled across staff and physicians. Financials are refocused on regular distribution and analysis. Compliance policies and communication has been reintroduced. The list goes on, such that their consulting Practice Manager visits Honolulu once a month to add whatever value he can to the HPL cause and the relationship between HPL and Coronis Health.