

Revenue Cycle Management, Reimagined

Leveraging Decades of Experience to Boost Revenue

How Coronis Health Increased An FQHC's Insurance Collections by 28% in Four Months

\$1.6M+

Decrease in A/R

28%

Increase in
Insurance Collections

1

Year-old Denials
Backlog Cleared

Situation

Leadership members from a Federally Qualified Health Center (FQHC) in Asheville reached out to Coronis Health to supplement their in-house billing team due to the scarcity of qualified medical billing and collection professionals in their semi-rural area. The FQHC faced challenges in attracting experienced staff due to compensation limitations, leaving them no choice but to hire inexperienced personnel.

Having inexperienced staff meant the client was forced to train and then lose their team to the larger hospitals and group practices in the area. As a result, their billing staff was perpetually undertrained, while their A/R over 90 days continued to grow.

Solution

Coronis Health initiated its partnership with the FQHC client's billing operations shortly before the declaration of the COVID-19 emergency.



Amid the state of emergency, the client swiftly transitioned their administrative personnel to remote work settings. This led to the development of robust systems and processes for remote supervision, communication, motivation, and staff management. By establishing these internal processes, the client seamlessly integrated with Coronis Health, ensuring a smooth collaboration. Immediately, Coronis Health ensured a minimum level of productivity, prioritizing the client's return on investment (ROI) and maintaining high-quality work standards.

Testimonial

"Within four months or so, they helped us reduce our over 90 days commercial insurance A/R from \$2 million to less than \$400K and cleared a denials backlog that was just over a year old. We've increased our commercial insurance collections dollars by more than 28% since partnering with Coronis Health."

- FQHC Client, Coronis Health

Results

Within four months, Coronis Health achieved remarkable results for the FQHC. They significantly reduced the 90+ day commercial insurance accounts receivable from \$2 million to less than \$400K and successfully cleared a year-old backlog of denials. Moreover, Coronis increased the client's commercial insurance collections by over 28%. Regular weekly meetings between Coronis and the client foster efficient and productive collaboration. Coronis's training methods have proven highly effective, and the client is impressed by their staff's unwavering dedication to fulfilling requests without hesitation.