



# REVENUE RESCUE: FIXING THE BACK-END FOR FINANCIAL STABILITY

The healthcare revenue cycle is the engine that keeps your organization running, but outdated processes and increasing complexities can throw a wrench in the works. With rising denial rates, growing patient financial responsibility, and a rapidly evolving technology landscape, maintaining financial health has never been more challenging—or more critical.

## Cost of Ineffective Processes:

**\$19.7B**

Annual cost to review denied claims.

**15%**

Claims denied by private payers.

**\$43.84**

Average cost to appeal a denied claim.

**22%**

Healthcare organizations losing \$500,000 annually to denials.

## Impact of High-Deductible Health Plans:

**\$3,200**

increase in POS collections

**66%**

reduction in A/R days

**50%**

patient satisfaction rate

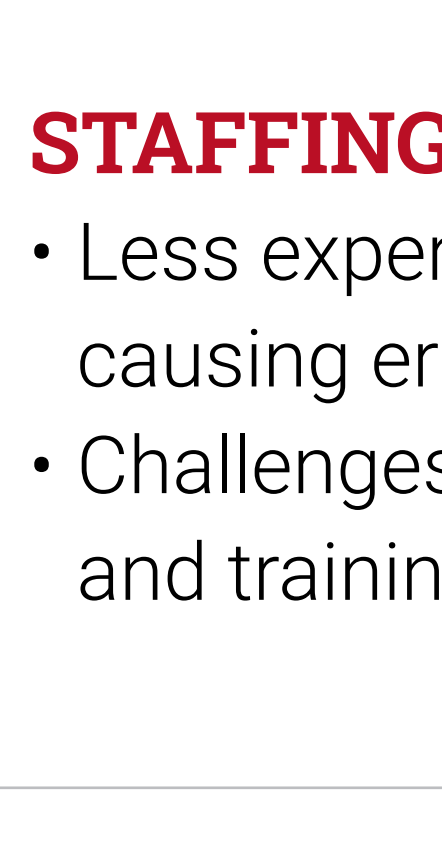
## Benefits of Technology:



**40% INCREASE**

in POS collections

## Challenges with the Process

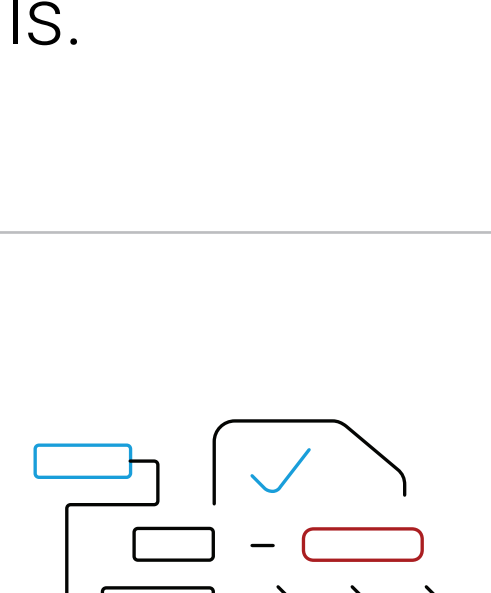


### CLAIMS MANAGEMENT:

- Inaccurate coding and documentation.
- High cost and effort in denial appeals.

### STAFFING SHORTAGES:

- Less experienced staff causing errors.
- Challenges with retention and training.

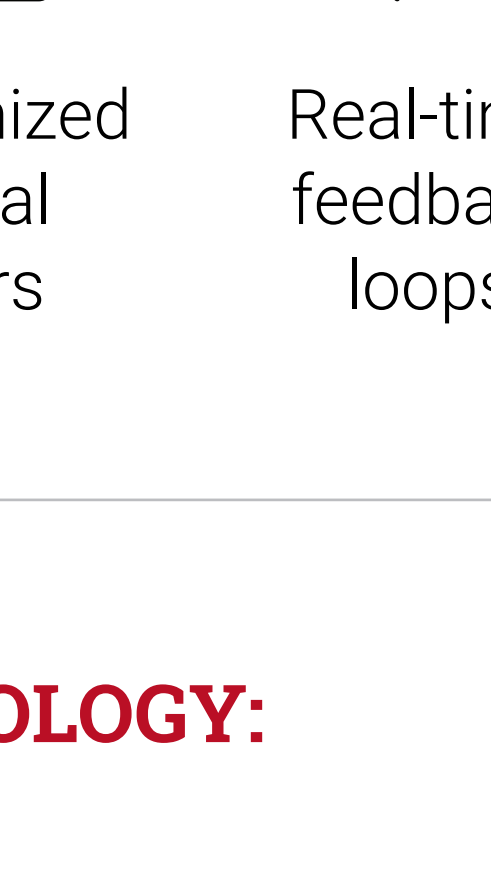


### PATIENT PAYMENTS:

- Growing patient responsibility leading to unpaid bills.

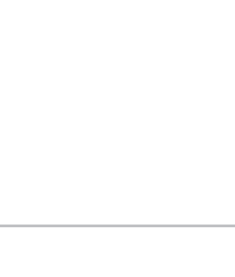
### OUTDATED PROCESSES:

- Reliance on manual workflows.

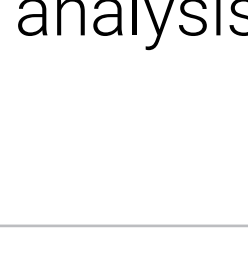


## Solutions

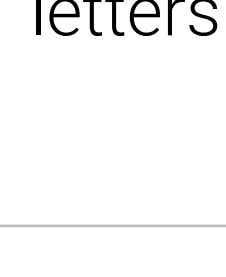
### STRATEGIC DENIALS MANAGEMENT:



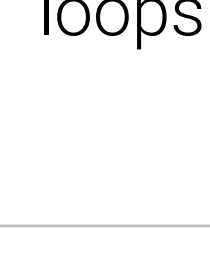
Regular audits



Payer trend analysis

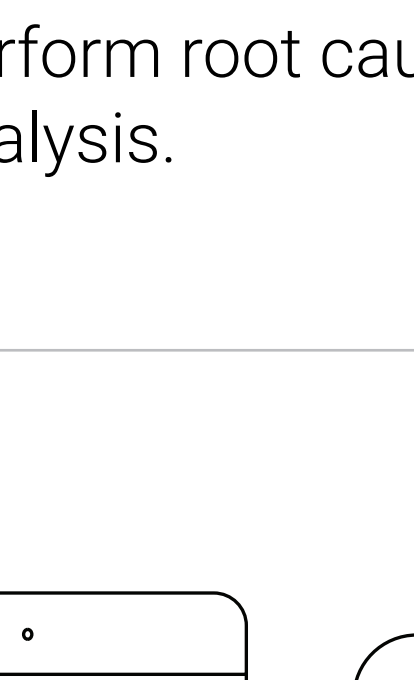


Customized appeal letters



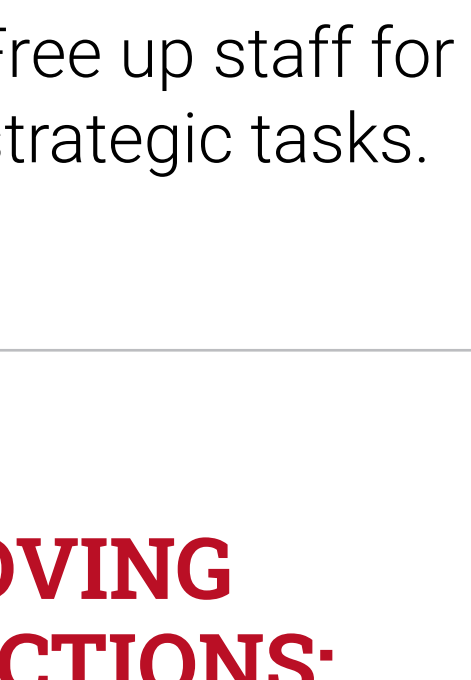
Real-time feedback loops

### LEVERAGING TECHNOLOGY:



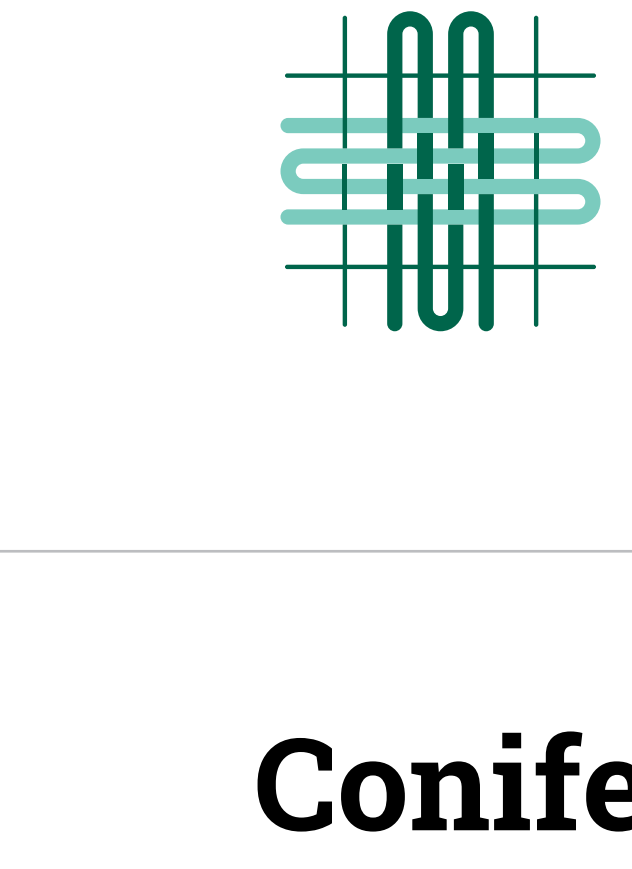
#### AI Benefits:

- Predict successful appeals.
- Perform root cause analysis.



#### RPA Benefits:

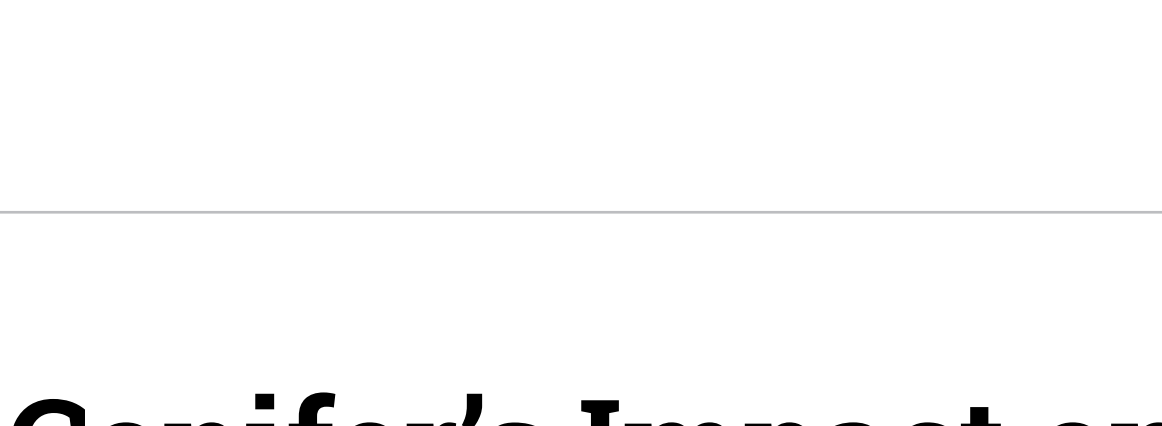
- Automate repetitive workflows.
- Free up staff for strategic tasks.



### IMPROVING COLLECTIONS:

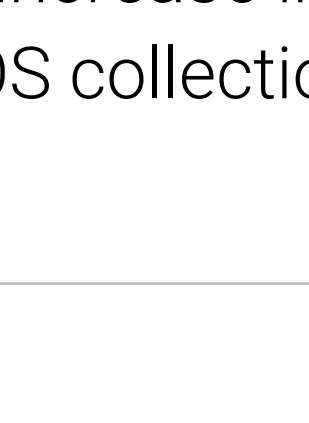
Implement Patient Financial Engagement (PFE) tools:

- Payment portals, text-to-pay, and electronic statements.



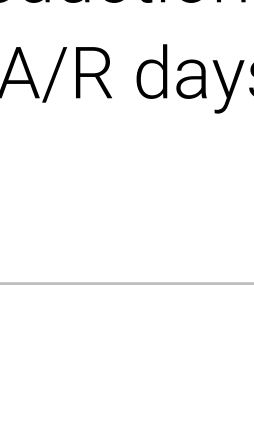
## Conifer's Impact on Dartmouth Health

### ACHIEVEMENTS:



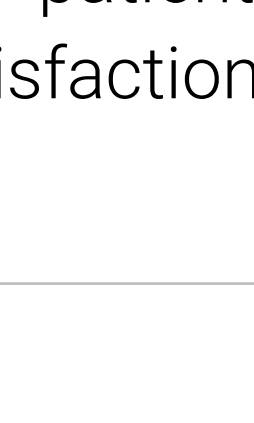
**40%**

increase in POS collections



**15%**

reduction in A/R days



**97%**

patient satisfaction rate

### IMPLEMENTED SOLUTIONS:



One-call customer service model



Improved single business office performance



Strategic initiatives like Epic integration

**“Conifer Health has helped Dartmouth Health achieve significant improvement in patient satisfaction with billing-related issues and key revenue cycle financial metrics.”**

Dan Jantzen, CFO, Dartmouth Health

**YOU CARE FOR PATIENTS.  
WE CARE FOR YOUR BUSINESS.**

Discover how strategic innovations and Conifer Health's expertise can transform your back-end operations into a seamless, profit-driving machine. Connect with us at [ConiferHealth.com](https://www.coniferhealth.com)