## Southern Illinois Healthcare Carbondale, IL

Southern Illinois Healthcare (SIH) is a not-for-profit healthcare system with three community hospital facilities, over 3,000 employees, and a medical group with over 20 locations offering services in rural Illinois.

## THE CHALLENGE

**SIH sought to optimize its revenue cycle operations** to help address multiple external factors impacting the organization financially, including cut backs in Medicaid reimbursement and an increase in patients with Medicaid as their payer source. SIH leadership also sought to standardize processes and increase accountability and consistency of metrics across hospital and physician business offices and clinics.



## **OUR APPROACH**

**SIH** engaged Huron Healthcare to provide a comprehensive revenue cycle solution in both the hospital and medical group. Huron implemented its enabled technology with hospital patient financial services, patient intake services, and physician patient financial services. The Huron team also evaluated managed care yields and updated the charge description master (CDM) to achieve market-based pricing. These and other steps led to \$20.5 million in annual recurring benefits, a \$15.5 million reduction in coding backlogs, and improvements to communication and productivity.

Improving Efficiency: In order to help SIH identity revenue leakage and improve their annual net revenue, Huron streamlined interdepartmental communication and increased transparency around delays and backlogs. The team collaborated to reestablish communication lines between the physician business office and front line practice managers and directors. In addition, the Huron team aligned work drivers, reporting, and standard operating procedures across hospital and physician business offices.

Increasing Accountability: Key focus areas of the project included increasing accountability and visibility of metrics across the revenue cycle. Huron worked with SIH leadership to implement a revenue cycle meeting structure, as well as work drivers to effectively manage and consolidate

tasks, establish priority, and allow staff to work proactively. They also enhanced the current management reports, adding Huron's enabled technology, to bring transparency to backlogs, identify revenue leakage, and track progress towards benchmarks.

**Driving Productivity:** Huron assisted SIH with the design and implementation of an eligibility system to work in an exception-based manner integrated with Huron's enabled technology, and to provide recommendations around best practice restructuring to accommodate pre-service and point of service collections. A denial and write-off task force meeting structure was established to mitigate and prevent avoidable write-offs.

Despite challenges related to decreasing Medicaid funding and shifts in the payer mix, Huron's process improvements and their structured approach allowed us to realize significant increases to our net revenue. The engagement exceeded our expectations."

**Michael Kasser** Vice President, CFO, Treasurer Southern Illinois Healthcare

## **RESULTS & BENEFITS**







Titles reflect positions at the time of our engagement.

