

UNIFY HEALTHCARE SERVICES

Case Study & Clinical Revenue Cycle Report

Specialty: Hospital & Facility Billing

Key Metric: 48% Denial Reduction

Hospital & Health System: Emergency Dept RCM & Inpatient Denial Reduct

EXECUTIVE SUMMARY

Re-engineered inpatient admission and emergency room revenue cycle operations, slashing facility denials by 48% and freeing 32M in working capital

THE CHALLENGE

The facility was burdened by rising observation vs inpatient admission denials, complex DRG undercoding, and payer audit clawbacks Days in AR stood at 54 days, creating cash flow shortfalls and inflating the hospitals cost-to-collect

THE SOLUTION

Unify deployed experienced facility billing coordinators and inpatient CDI (Clinical Documentation Improvement) auditors We deployed concurrent chart reviews, standardized 24-hour admission notification to payers, and automated clinical appeal workflows for high-dollar inpatient denials

KEY OUTCOMES & RESULTS

- o Reduced facility and emergency department claim denials by 48% within 9 months
- o Drove Days in Accounts Receivable down from 54 days to an exceptional 32 days
- o Recovered and accelerated 32M in annual operational liquidity for hospital systems

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