

UNIFY HEALTHCARE SERVICES

Case Study & Clinical Revenue Cycle Report

Specialty: Diagnostic & Sleep Medicine

Key Metric: 24h SLA Turnaround

Sleep Diagnostic Network: Front-to-Back RCM Transformation & SLA Compl

EXECUTIVE SUMMARY

Eliminated intake bottlenecks, achieved strict sub-24-hour verification SLAs, increased polysomnography booking capacity by 35%, and cut bad debt by 52%

THE CHALLENGE

The sleep testing network suffered from 5-day verification delays, resulting in cancelled overnight sleep studies, underutilized diagnostic beds, uncollected patient deductibles, and mounting bad-debt write-offs on commercial testing claims

THE SOLUTION

Unify redesigned the complete intake pipeline, enforcing a guaranteed sub-24-hour verification turnaround SLA. We implemented upfront patient responsibility calculators, streamlined sleep study coding, and integrated electronic credit card authorization on file.

KEY OUTCOMES & RESULTS

- o Guaranteed sub-24-hour benefit verification turnaround with 100% SLA compliance
- o Increased diagnostic test scheduling capacity by 35% with zero additional clinic hires
- o Reduced uncollectible patient bad-debt write-offs by 52% in the first fiscal year

Contact Unify Healthcare Services | www.unifyrcm.com | info@unifyrcm.com