



## How West Tennessee Healthcare Turned Bad Debt into Reclaimed Revenue



Designated a **top 10 largest, public, not-for-profit healthcare system** by Modern Healthcare >>

**Blue Distinction®**

Jackson-Madison County General Hospital received **Blue Distinction®** honors >>

4 HOSPITALS — 2 MEDICAL CENTERS — 20 PRIMARY/SPECIALTY CENTERS



### CHALLENGES FOR WEST TENNESSEE HEALTHCARE

**3:1**

Bad debt to charity ratio

**120<sup>+</sup>** AR

High percentage of accounts in arrears

**30**

Over 30 days before denial and appeal process begins



### AREAS OF FOCUSED CHANGE



#### Denials Workflow and Triage

Centralized, efficient denial management approach

“Quickly address denials and overturn accounts in an expedited fashion.”

#### Smart Work Lists

Drive efficient workflows with targeted lists to prioritize and segment accounts

Ensure “meaningful touches on every single account.”



**Wade Wright**  
Executive Director of Patient Financial Services at West Tennessee Healthcare

#### Self-pay Analytics

Easily implement a presumptive charity program

“The presumptive charity program has really brought our bad debt to charity ratio back in line.”

#### Self-service Data Analytics

Meaningful and easy-to-use

“Biggest return on investment... is the ability to shine a spotlight on the pain points... not only at the executive or management level, but all the way to the front lines.”

### WEST TENNESSEE HEALTHCARE OUTCOMES

**1:1**  
RATIO

Bad debt to Charity ratio reduced from 3:1 to 1:1.

**3.3%**  
REDUCTION

Third party accounts receivable aged greater than 120 days reduced by 3.3%.

**\$34.9**  
MILLION

Billed accounts receivable dropped by \$34.9 million in four months at Jackson-Madison.

#### Daily denial triage improves overturn rates



### SEE WHAT MEDEANALYTICS REVENUE CYCLE SOLUTIONS CAN DO

The changing healthcare reimbursement landscape requires the business office to manage more. Data analytics helps prioritize accounts and reclaim more of what you earn.

To get more from MedeAnalytics, West Tennessee has integrated it with Patient Access and Revenue Integrity modules to ensure meaningful insight into the entire revenue cycle.

Learn more about MedeAnalytics Revenue Cycle Solutions:

[BUSINESS OFFICE >>](#)

[PATIENT ACCESS >>](#)

[REVENUE INTEGRITY >>](#)

Watch the pre-recorded webinar for more details on this success story.

