

Coronis Health Boosts Revenue for FQHC in Remote Work Environment

This case study explores how Coronis Health partnered with a federally qualified health center (FQHC) to improve billing efficiency and collections, achieving significant financial gains despite challenges.

The Problem:

- **Staffing Shortage:** The FQHC struggled to attract and retain qualified billing personnel due to their location and compensation limitations.
- **Inexperienced Staff:** Frequent staff turnover resulted in an undertrained billing team and rising AR over 90 days.
- **COVID-19 Disruption:** The pandemic necessitated a sudden transition to remote work, posing additional challenges.

The Solution:

- **Supplemented In-House Team:** Provided experienced RCM professionals to bridge the staffing gap and bolster billing expertise.
- **Remote Work Integration:** Developed robust systems and processes for effective collaboration, supervision, communication and staff management in a remote setting.
- **Prioritized ROI and Quality:** Focused on maximizing the FQHC's return on investment while maintaining high-quality work standards in medical billing.
- **AR Reduction and Denial Management:** Aggressively reduced over 90-day AR and successfully cleared a backlog of denials to improve cash flow.
- **Regular Communication:** Maintained open communication through weekly meetings to ensure smooth collaboration and address any concerns.

The Results:

- **Reduced AR:** Coronis achieved a dramatic reduction in over 90-day AR, minimizing outstanding balances.
- **Cleared Denial Backlog:** Resolved a year-old backlog of denials, improving cash flow.



- **Increased Collections:** Revenue surged by over 28% due to Coronis' effective collection strategy.
- **Efficient Collaboration:** Weekly meetings fostered a strong partnership between Coronis and the FQHC.

Key Takeaways:

- Experienced RCM services can bridge staffing gaps and bolster billing efficiency.
- Remote work strategies are crucial for healthcare providers in today's environment.
- Prioritizing ROI ensures both quality service and financial benefits.
- A strong RCM partnership can improve collections, reduce AR and strengthen a healthcare provider's financial health.

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