

Protiviti's Healthcare Revenue Cycle Solutions

It is imperative for today's healthcare providers to maximize the revenue received for the services they provide. Protiviti helps organizations enhance revenues and margins by improving strategy, processes and system controls. Our approach is designed to improve net revenue and/or sustainable cash, accelerate cash flow, enhance overall revenue cycle performance, and prepare for future acquisitions, divestitures and/or joint venture partnerships.

Protiviti is unique. Not only do we have deep revenue cycle transformation expertise, but through a partnership with our parent company, Robert Half, we also are able to share our clients' workload/burden to address performance or backlog issues in key business functions. No other firm has the capability or combined experience of seasoned professionals, rigorous methodologies and a specialized workforce capable of stepping in to fill vacancies or augment existing operations on an as-needed basis.






Extensive experience optimizing all components of the revenue cycle:



- Patient access and registration
- Charge capture/integrity
- Clinical documentation improvement
- Care transitions management
- HIM/coding
- Billing and collections
- CDM integrity and pricing
- Payor contracting and provider credentialing
- A/R management and cash acceleration
- Denials management
- Underpayments/overpayments management
- Regulatory/reimbursement compliance
- Claims and CDM data analytics
- Staff augmentation and managed services

It all comes down to the quality of the people; the Protiviti team integrated with our internal staff, combining forces to perform high-quality work and achieving results that exceeded our expectations.

— Vice President of Strategic Projects

- • • **Examples of Client Success**

-  Reduced write-offs by ~27%
-  Increased cash to trailing net revenue by 3.4% within six months of project inception
-  Decreased billing errors by 50%
-  Decreased denied claims from 11% to 5%
-  Reduced days in A/R by 10 days

-  Accelerated cash collections, resulting in a 10:1 ROI within six weeks
-  Reduced credentialing processing times by 80%

Protiviti has been a trusted and collaborative partner to us for several years ... We can rely on Protiviti and their deep expertise to help us solve problems with meaningful and creative ideas that align with our overall strategic direction.

– Chief Administrative Officer

Representative Client Experience

Protiviti has worked with hundreds of healthcare integrated delivery and standalone systems. Listed below is a small sample of those we have partnered with in recent years.

Physician Practice	Outpatient Surgery Centers	Multi-hospital System	Nationwide DME
Led a strategic denials management reduction using Protiviti's 835 data analytic tool for a large physician group with over 1,000 physicians and 250 clinics providing primary and multi-specialty care, resulting in extensive denials and A/R reduction.	Established an A/R SWAT team to augment existing billing and collections staff to accelerate payer appeals/follow-up activities, resulting in significant cash collections well in excess of resource costs to achieve realized improvements.	Led numerous revenue cycle improvement initiatives, including centralization of CBO operations, implementing charge capture integrity tools and processes, modeling contract rate realization scenarios, and developing and validating benefit measurement models, for one of the largest systems in the United States.	Overhauled and optimized revenue cycle for provider of hearing aids and audiology services by targeting improvements in contracting, credentialing, A/R management, denials and overall revenue cycle performance reporting.

Contacts

Richard Williams
 Managing Director
 Global Healthcare Leader
 +1.214.395.1662
richard.williams@protiviti.com

Don Billingsley
 Director
 Revenue Cycle Solutions Lead
 +1.214.476.2933
don.billingsley@protiviti.com

Protiviti is a global consulting firm that delivers deep expertise, objective insights, a tailored approach and unparalleled collaboration to help leaders confidently face the future. Protiviti and our independently owned Member Firms provide consulting solutions in finance, technology, operations, data, analytics, governance, risk and internal audit to our clients through our network of more than 75 offices in over 20 countries.

We have served more than 60 percent of *Fortune* 1000® and 35 percent of *Fortune* Global 500® companies. We also work with smaller, growing companies, including those looking to go public, as well as with government agencies. Protiviti is a wholly owned subsidiary of Robert Half (NYSE: RHI). Founded in 1948, Robert Half is a member of the S&P 500 index.