

\$22.2 Million Cash Improvement Leveraging Texican’s Life of a Claim®

BACKGROUND

Following a successful engagement with Health First's hospitals, Texican was entrusted with transforming services for the organization's newly established group of 350 employed physicians. The primary challenge was to unify and standardize two Central Business Office (CBO) operations and cultures while meeting Meaningful Use requirements. Initially, decision-making and implementation were hindered by the involvement of four consulting firms in RCO/IT leadership roles across the organization. Texican assumed sole responsibility to partner and lead the reorganization efforts.

Texican capitalized on its proprietary Life of a Claim (LOAC®) decision support software, encompassing Claim HealthCheck for analytics, workflow optimization, and staff management. Texican's methodology and change agents were instrumental in achieving the following results:

THE SITUATION	LOAC SOLUTIONS	ENGAGEMENT RESULTS
<ul style="list-style-type: none"> • Two CBOs with distinct RCO processes • Two disparate EMRs/databases • Absence of performance metrics • Insufficient meaningful analytics • Inconsistent charge capture processes • Leadership gaps in both CBO and IT 	<ul style="list-style-type: none"> • Cash Velocity <ul style="list-style-type: none"> • Identified cash flow improvement opportunities • Claim Precision <ul style="list-style-type: none"> • Pinpointed claim integrity corrections to increase the First Pass Clean Claim Rate • Redundancies <ul style="list-style-type: none"> • Calculated unnecessary workflow efforts • Payer Scorecard <ul style="list-style-type: none"> • Evaluated Payers for timely and accurate payments, denial/reimbursement rates and overall performance 	<ul style="list-style-type: none"> • Restructured CBO framework and procedures • Provided comprehensive training for all RCO staff • Collaborated with operations to standardize charge capture processes • Partnered with HIM to standardize charge document processing and coding • Rectified inaccuracies in claim type configurations • Established and executed a CBO onboarding process for new providers • Enhanced staff stability and morale • Improved community perception and patient experience

“We recognized the need to partner with Texican, a trusted advisor, to lead comprehensive and sustainable revenue cycle improvements for Health First Medical Group.”

– Chief Financial Officer



KEY FINANCIAL METRICS:

Cash Flow Improvement	\$22.2M (\$18M avg mo cash)
Cash-to-Charge Improvement	3.25%

OUR COMPANY

Texican, Inc. specializes in driving positive cash outcomes through Revenue Cycle Operations (RCO) transformation. Since our establishment in 1991, we have consistently delivered sustainable cash flow and operational enhancements year after year. Our track record often yields an additional month's worth of cash collections per engagement, alongside the development of performance metrics for sustained and continuous improvement. Drawing from our extensive experience, clients typically experience an incremental cash improvement of \$15 for every \$1 invested in our services.

ENGAGE US

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