

Texican, Inc. Drives Sustainable Financial Success for Oracle Cerner Revenue Cycle Client

“Our revenue cycle operations transformation partner, Texican, has played a critical role in strengthening our system and financial position. Among the many achievements they have delivered are increasing and sustaining annual cash flow by 10% in 14 months, reducing A/R by 25%, and establishing an accurate and consistent revenue forecast model. Texican’s expertise helped to position our organization with maximum value as we entered the merger with a multibillion-dollar health system.” - SVP and CFO

THE CLIENT

A regional, non-profit, \$800M healthcare organization located in Louisiana. The health system, utilizing Oracle Cerner, sought Texican's expertise to deploy its Life of a Claim™ platform, aiming to revolutionize Revenue Cycle Operations (RCO) and establish process improvement and standardization throughout the enterprise. Comprising seven acute care facilities, ranging from a critical access site with 25 beds to a flagship community hospital boasting 475 beds, alongside a teaching hospital and associated physicians, the organization is committed to delivering comprehensive healthcare services across its network.

THE SITUATION

In this case study, the client faces a complex situation exacerbated by their rapid organizational growth, leading to:

- Inadequate optimization of work efforts
- Insufficient RCO systems due to rapid organizational growth
- Mismatched RCO processes and technologies
- Discrepancies in RCO, IT, and Finance priorities
- Management decision-making hindered by inaccurate and incomplete data

THE CONTRIBUTIONS OF TEXICAN'S LIFE OF A CLAIM

Texican's Life of a Claim (LOAC) process methodology, work tools, and analytics platform brought about a comprehensive transformation in the organization's Revenue Cycle Operations (RCO) across all facets of the health system. Here are some of the structural and operational achievements, as well as the cash flow outcomes delivered by Texican:

Technology:

- Enhanced first pass pay rate and claim integrity by refining targeted system and claim data requirements.
- Implemented contract management and variance reconciliation.
- Integrated contract management and third-party involvement, collaborating with Texican and Cerner.
- Streamlined processes by eliminating over 30,000 weekly recurring edits and bridge routines.



Process:

- Standardized the charge capture process and normalized charge and coding documentation procedures.
- Optimized the insurance plan master and reduced potential selections by 3,000.
- Introduced telehealth capabilities to enhance net cash generation.
- Standardized charge capture, coding, and billing processes to ensure precise reimbursement.
- Implemented actionable quality metrics for patient access and scheduling, maximizing system capacity.

Organizational Change:

- Aligned with key Health System objectives, fostering a culture of people, service, quality, funding, and growth.
- Established the organization as a leading Cerner client reference site for revenue cycle operations.
- Engaged Texican as a member of the Cerner Revenue Cycle Advocacy Group.
- Improved staff efficiency across all RCO functional areas using Texican Life of a Claim analytics.

THE RESULTS	IMPROVEMENT
Average Monthly Cash Flow Increase	11.4%
Cash to Charge Improvement	1.9%
Reduction of A/R > 90 days	30%
Accounts Receivable Reduction	25%
Point-of-service Improvement	39%

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

Tony Reyna at Tony_Reyna@Texicaninc.com or (310) 384-7000
Patrick Fullenwider at Patrick_Fullenwider@Texicaninc.com or (254) 598-8167