



Agency Manager



Presumptive Charity

## Creating a Virtual Billing Office for BJC HealthCare

Driving consistent policies and procedures across the health system

*Connance partnered with BJC HealthCare in 2010 to deploy Connance Agency Manager, creating a virtual centralized billing office (CBO) in advance of system consolidation. The solution not only helped them to create consistent policies and procedures across their health system, but it also helped them drive a total annual collection improvement of nearly \$18 million.*

### THE CHALLENGE

Connance worked with BJC HealthCare, a health system operating 10 separate business offices and converting their three legacy patient account systems to Soarian, to leverage technology to simplify the management and improve the performance of its vendor network of nine agencies.

### SOLUTION

BJC HealthCare implemented Connance Agency Manager and Presumptive Charity Module to:

- Create a virtual centralized billing office to improve collections
- Deliver apples-to-apples insight for agency reporting and analysis
- Screened all accounts for presumptive charity prior to bad debt placement
- Leveraged technology to support BJC HealthCare's policies and procedures across its network

Connance Agency Manager is the industry's first and leading solution of its kind that helps hospitals and health systems monitor, manage and improve the performance of their collection outsourced vendors while reducing costs and supporting a positive patient experience.

Connance Presumptive Charity provides automated charity screening capabilities, ensuring that all patients receive a fair and consistent evaluation for hospital's financial assistance programs.

*"As an organization, BJC sought the support of Connance to confront the new realities of risk-based reimbursements and building better patient relationships. Along our journey we have achieved sounder financials and smoother operations with Connance."*

Tracy Berry  
Vice President, Revenue Cycle Management  
BJC HealthCare



## ABOUT BJC

BJC HealthCare is one of the largest nonprofit health care organizations in the United States.

With net revenues of \$4.3 billion, BJC serves the health care needs of urban, suburban and rural communities in the St. Louis area and includes 15 hospitals.

## THE RESULTS

**Total annual collection improvement:**  
**\$17.8M**

**Vendor performance improved:**  
**\$17.2M**

**Commissions saved:**  
**\$600K**

**Charity care increased:**  
**\$190M**