



AR Manager

## Streamlining Denial Management Processes Across the Health System

Creating efficient procedures by leveraging advanced insights

*Connance partnered with CHRISTUS Health in 2014 to develop and then implement Connance AR Manager, prioritizing the denial claims processes within their two billing offices. The solution empowered employees to seamlessly target high-value accounts to increase reimbursements and lower risk, resulting in a 1% annual increase in collections.*

### THE CHALLENGE

Connance partnered with CHRISTUS Health, who runs a 400+ employee back office function with two central business offices to streamline the claims denial process in an effort to reduce costs, save time, and increase collections.

### SOLUTION

CHRISTUS Health and Connance developed and implemented AR Manager to:

- Leverage denial analytics and automated claims statusing to optimize workflow and transfer accounts efficiently
- Engage employees in an intuitive manner creating consistent standardized processes that help billing teams focus on the right accounts at the right time

Connance AR Manager and Claims Statusing solutions leverage predictive analytics to determine risk and stratify claims denial follow-up processes resulting in maximized reimbursement.

*“Connance is very able to develop creative solutions to complex business problems, but beyond that it’s how Connance goes about engaging with us on day-to-day basis that really makes the relationship a partnership.”*

Ryan Thompson  
Vice President, Revenue Cycle  
CHRISTUS Health



### ABOUT CHRISTUS HEALTH

Ranked among the top 10 Catholic health systems in the United States by size, the CHRISTUS Health system includes more than 40 hospitals and facilities in seven U.S. states, Chile, Colombia and six states in Mexico, with assets of more than \$6 billion and \$3.8 billion in cash collected

### THE VALUE

Predictive analytics and optimized workflow can more effectively prioritize which claims should be targeted for follow-up resulting in:

**15-25% reduction in denial and underpayment follow-up**

**Reduced AR days**

**Improved collector productivity**

**Automated work queuing**

**Denial and underpayment prevention**

**Full revenue integration for denials management from back to front**