Gwinnett Medical Center

Agency Manager

Presumptive Charity

Advanced Propensity to Pay

Improved Vendor Performance at Gwinnett Medical Center

Leveraging predictive analytics to create an optimized insource/outsource program

THE CHALLENGE

Gwinnett Medical Center was looking for a way to automate manual processes, including presumptive charity eligibility to align with 501(r) regulations. In addition, they were looking to improve their patient pay collections both internally and across their vendor network. Similar to many U.S. health systems, Gwinnett was seeing their patient pay balances increase and needed to ensure that they were maximizing the return on their investments in both internal and external resources, as well as increasing cash and reducing costs.

SOLUTION

Gwinnett first partnered with Connance to deploy its Agency Manager solution which automates the tracking and auditing of activity, commissions and performance of their vendors. Connance Agency Manager ensured that Gwinnett's vendors were adhering to their policies and alleviated the issue of accounts getting stalled. Agency Manager also helped mitigate the challenges that come with HIS migrations to ensure their vendors were able to continue to work uninterrupted when they converted systems. Following the deployment of Agency Manager, Gwinnett implemented Connance Advanced Propensity to Pay and Presumptive Charity predictive analytics to create an insource/outsource program keeping the easy to collect accounts in-house, while outsourcing the harder to collect accounts, as well as automating the charity screening process.

Agency Manager
The leading solution to monitor, manage and improve the performance of their outsourced vendors while reducing costs and supporting a positive patient experience.

Advanced Propensity to Pay Module
Leverages predictive analytics to drive work routines to increase patient-pay collections and reduce the cost to collect, while improving patient satisfaction.

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

Gwinnett Medical Center improved vendor yields by 30% and qualified $32 million of presumptive charity through the deployment of Connance predictive analytics and technology.

THE RESULTS

Vendor performance improved 30%

$2.6M total annual collection improvement

35% decrease in aging inventory at day 365 – accelerated cash

FTE savings

$32M qualified for full presumptive charity

"Connance understands data, taking and applying it to build solutions that make a real financial difference for us and our patients. Connance is a true business partner for Gwinnett."

Kathy Dougherty
Vice President Revenue Cycle Management
Gwinnett Medical Center

---

connance
Predict • Connect • Transform

200 West Street Waltham, MA 02451 | (781) 577-5000 **www.connance.com**