

Critical Resource Support Advances Revenue Cycle Software Upgrade and Go-Live Initiatives

Customer Profile

Healthcare provider
for business and
operational services

- 1,400 hospitals
- 11,000 non-acute care organizations
- \$35 billion in revenue

Kforce provided high demand, high volume placements for critical backfill support and go-live preparation.

Challenge

The customer sought experienced resources to support their revenue cycle system's software upgrades, including critical backfill support and go-live preparation.

Solution

Kforce deployed more than 20 experienced resources across the areas of payment discrepancy, clinical appeals, patient access, billing collections, overpayment and underpayment.

Outcome

The customer quickly scaled project resources and managed costs while focusing on internal recruiting efforts, return on investment and long-term sustainability.

Revenue Cycle Software Upgrade

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20

resources
deployed

>50%

consultants
continued on as
permanent
resources

Challenge

One of the healthcare industry's leading revenue cycle management providers faced tremendous growth, including the development of a new, Southeastern-based shared service center to their portfolio of more than 70 domestic and international facilities. As a result, leadership sought experienced resources to support their revenue cycle software, Concuity's, upgrades, including critical backfill support and go-live preparation.

Solution

Working with the customer's hiring managers and human resources team, Kforce created a customized delivery model that catered directly to the organization's need for high demand, high volume placements. This model included the initial deployment of more than 20 experienced resources across the areas of payment discrepancy, clinical appeals, patient access, billing collections, overpayment and underpayment.

During the transition to Concuity's upgrades, Kforce's revenue cycle team focused on helping the customer:

- Strengthen cash flow
- Improve the verification and processing of pertinent account information
- Optimize charge capture, including improved timeliness for charge postings
- Shorten timeframes from discharge to final bill
- Reduce the volume of claim denials and AR days outstanding
- Identify education and training needs to increase clinical and administrative efficiencies

Outcome

Kforce's ability to quickly recruit and onboard the right match has helped the customer meet their scheduling and budget needs for go live preparation. More than 50% of Kforce's consultants continue to become permanent resources with the customer, quickly adapting to revenue cycle project needs while improving ROI.

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Outcome

Throughout this project, key competitive benefits centered on streamlined project management and onboarding. In teaming with Kforce, the customer gained:

- An experienced consulting partner who could quickly identify, recruit and hire qualified candidates with recent hospital experience, a high demand skill type for major metropolitan areas
 - Kforce created an onboarding team that specialized in healthcare, helping to create a seamless transition environment
- The ability to have internal recruiting staff focus solely on hiring and talent acquisition for clinical resources (100+ jobs), while Kforce secured top non-clinical talent
- The flexibility to quickly scale resources and manage costs for project needs

In addition, Kforce's Consultant Care resources were dedicated to:

- Improving consultant performance through Kforce's regular contact with the consultant and customer
- Increasing customer satisfaction through managed expectations
- Reducing the customer's risk of co-employment issues by firmly establishing Kforce as the employer
- Minimizing consultant turnover by monitoring performance and assignment satisfaction

Kforce is now recognized as the customer's top vendor for talent acquisition. For Kforce, there lies a committed focus on helping the customer strengthen relationships while increasing financial performance, return on investment and long-term sustainability.

About Kforce

Kforce is a leading Technology and Finance & Accounting professional staffing services firm with a national network of over 60 offices, two National Recruiting Centers in Tampa and Phoenix and more than 2,000 staffing specialists. Annually, we engage over 23,000 highly skilled professionals in both flexible assignments and direct hire placements with more than 4,000 customers of all sizes, including 70% of the Fortune 100.