PayJourney

With you every step of the way

"We were able to successfully accomplish what we set out to do. We significantly accelerated cash collections and improved the patient financial experience."

— John Mallia, Interim CFO, Arnot Health

Change Management

A PayJourney consulting offering to champion project workstreams, optimize workflows, reduce client level of effort, and maximize financial results

Proven Benefits

- Reduce client implementation effort by over 50%
- Included RCM assessment of KPIs, processes, and data
- Increase point of service collections by 50%+ against baseline
- Best practice staff scripting, SOPs, and elbow support
- Quickly identify and remediate issues and change barriers
- Improve value measurement and protection to core KPIs

DEDICATED RCM SUCCESS DIRECTOR

- Tenured experience leading RCM transformation projects
- Leads assessment, provides recommendations, spearheads implementation and readiness

VALUE MEASUREMENT

- Establishes objectives and key results
- Identifies KPIs to measure value
- Executes executive prerogatives
- Post-Go live KPI monitoring and presentation

OPTIMIZE WORKFLOWS

- Financial clearance, estimation, and point of service collections
- Best practice scripting, standard operating procedures, and policy recommendations

OPERATIONALIZE

- Provides onsite support and assists leadership in creating new best practice workflows, job descriptions, and standard operating procedures

Meet Matthew Vecchio, EVP of Revenue Optimization

- PayJourney founder and passionate RCM SME
- Two decades of RCM optimization and transformation leadership
- RCM Director roles for health systems and EHR implementation consulting leadership
- Champions all consulting and change management alongside a team of industry experts

PAYJOURNEY OPPORTUNITY ASSESSMENT

Our team of subject matter experts can assess the value proposition and quantify the financial impact of a PayJourney implementation over a couple meetings through a quick, yet thorough, PayJourney Opportunity Assessment.

01	Estimation and POS Collections	• Review collection opportunity from patient estimates • Financial counseling workflows, TSP, charity • Financial clearance and scheduling workflows
02	Patient Collections, Call Center Performance, Bad Debt	• Assess patient collections, AR, call center performance, inbound/outbound call volumes, staffing, patient experience • Review primary/secondary bad debt performance and terminal bad debt strategies
03	Digital Engagement (pre-service and post-service)	• Analyze current performance (or prospective impact) of digital engagement pre- and post-service, including functionality, net collections, fees, paper and merchant services costs, and patient portal
04	Patient Financing and Payment Plans	• Analyze current performance (or prospective impact) of payment plans, patient financing, including net collections and integration strategy, functionality, and fees
05	KPIs and Data	• Evaluate core KPIs such as patient net collection rates, POS collections, pre-reg rate, avoidable denials, estimation accuracy, abandonment rates, average speed to answer, coverage discovery rate • ATB, patient collections, bad debt return (primary or secondary)

METHODOLOGY

In as little as a couple weeks, our assessment quantifies the expected cash lift and value proposition using current client collection rates and performance.

01 Align
Discussions about key areas of assessment

02 Assess
Review core KPIs, ATB, and Bad Debt and host a couple sessions with stakeholders

03 Present
Present recommendations, expected financial impact, and roadmap

04 Launch
Implement solutions per the aligned strategic roadmap

Our areas of expertise include the following:

- Early-Out
- Bad Debt
- Insurance Follow-Up
- Customer Service
- Pre-Service & Estimates
- Registration
- Prior Authorizations
- Insurance Discovery
- Consulting

130 YEARS

PCI DSS COMPLIANT

RECIPIENT BBB Torch Award For Ethical Commerce 2017

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