West Tennessee Healthcare Clean Claims Rate Soars to 97%

Business issue

With an already historically high clean claim rate, West Tennessee Healthcare doubled down to strive for even more improvements.

Before FinThrive

- Inability to drill down to the root cause of billing errors
- Lack of visibility to identify performance gaps
- Unable to analyze causes of outstanding claims

Solution highlights

- Ability to review data and make strategy adjustments
- Added benefits with implementation of Revenue Capture and the embedded claims integration with Cerner
- Collaborated with FinThrive resources to identify lost revenue, payer and volume trends

Customer overview

Over 90 hospitals and medical centers

Over 500,000+ served across the health system

FinThrive value

↓88% — Unbilled volume decreased from **3,462 accounts to 404 accounts**

97% — Clean claim rate rose from 88% to **97%** within 12 months

↓78% — Unbilled dollars decreased from **$27.4M to $6M** within 12 months

"We have found a solid partnership in FinThrive. Their team has been collaborative, and we feel as though they are looking out for the best interests of our healthcare system and our patients. They have really helped our organization optimize our processes which has resulted in improved performance."

Wade Wright, Executive Director of Patient Financial Services

Break the cycle of inefficiency. Email: solutions@finthrive.com

FinThrive™