



Hamilton Health Care increases its cash collections by \$23.2 million over the last two years

Hamilton Health Care, Inc.

Hamilton Health Care System is a not-for-profit, fully united system of care serving the northwest Georgia region. The Dalton-based flagship of the system, Hamilton Medical Center, is a 282-bed regional acute-care hospital which offers major medical, surgical and diagnostic services, including award-winning, accredited stroke and chest pain centers.

Challenge

In 2014, Hamilton Health Care decided to outsource its customer service and cash collection efforts due to departmental changes and staff reassignments. Specific challenges included:

- The implementation of a brand new billing system
- Handling billing and collections simultaneously, which proved to be ineffective and slowed down the process
- No set cash goals in place or attained
- High call volume that could not be handled internally

Solution

HSI Financial Services, LLC (HSI) was hired to assist Hamilton with their transition to the new billing system, help shorten the length of open accounts and collect money faster from clients by serving as the hospital's Virtual Business Office (VBO). Because HSI provided a more technologically-savvy solution, they were able to handle a higher volume of calls, focus on collections and move accounts faster through the system. Hamilton also hired a trainer to work closely with HSI staff to better understand the process, as well as pertinent policies and procedures.

Results

In the fourth quarter of 2016, the hospital established collection goals and started tracking the results noted below:

- For 2016-2017, Hamilton reached their financial goals 9 out of 10 months straight and increased their cash collections \$10.7 million over the previous year
- For 2017-2018, Hamilton has reached their financial goals for 10 straight months to date and has increased their cash collections \$12.5 over the previous year

"Since I have been with the organization, I have been impressed with HSI's ability to step in and help us transition to a new system and greatly improve our collection efforts. I value our partnership as we work well as a team to achieve common goals, and I will continue to look to them for additional support when we need it."

Yvette Lee
Executive Director of Patient Business Services
Hamilton Health Care, Inc.