

American Addiction Centers Realizes a 35% Increase in Collections

CASE STUDY

American Addiction Centers Brentwood, Tenn.

Provides addiction and mental health care to adults ages 18 and over

Nine inpatient and four outpatient facilities in eight states

Bed count ranges from 1,000-1,400 and average occupancy rate is 85%

The largest network of rehab facilities nationwide, American Addiction Centers was founded in 2007 and offers programs in California, Florida, Texas, Nevada, Massachusetts, Mississippi, New Jersey, and Rhode Island. It uses research-based treatments to help clients with drug addiction, alcohol addiction, and mental and behavioral health issues and offers high staff-to-patient ratios to ensure more personal attention for our clients. As a result, its success rate is more than double the national average.

American Addiction Centers and AGS formed a strategic relationship to accelerate the revenue cycle and enhance overall revenue cycle management.

CHALLENGES

- Struggled to establish and maintain an internal RCM A/R team.
- Difficulty capturing documentation sufficient for monitoring key performance metrics.
- Performing below expectations in terms of quality, accuracy, and turnaround times.

Outcomes

- Increased collections from 50% to 85%
- Improved cash posting from five days to three days.
- Visibility into results and activities of the team



Superior staffing

AGS Health provided highly qualified, motivated RCM professionals capable of performing the functions at the rate and quality needed to increase revenues.



Time management

AGS Health's team is committed to time management and responsiveness, resulting in increased collections and an accelerated revenue cycle.



Improved KPI documentation and data

In addition to supporting American Addiction Centers' RCM goals, AGS Health enabled the customer to aggregate the documentation and data necessary to monitor quality and performance metrics.

Focus on Quality and Efficiency

AGS Health's flexible service model and highly skilled professionals enabled American Addiction Centers to overcome significant staffing challenges. This, in turn, gave the customer the power to streamline and accelerate revenue cycle management and achieve revenue and quality goals.



“AGS understands what I want and how I want things done. I don't have to communicate a lot of directives. They have that knowledge and they have that commitment to work that I don't find in other outsource providers.”

NANCY HUMMEL, SENIOR DIRECTOR, REVENUE CYCLE