

Helping Healthcare Organizations with Aged A/R

A Virginia-based, 200+ bed primary care and specialty physician group was experiencing challenges with aged accounts receivable (A/R) and was looking to work with two offshore vendors.

Leveraging a technology-agnostic approach along with experienced A/R staff, AGS ramped up quickly to create a comprehensive transition plan and a results-oriented strategy featuring comprehensive quality controls and insightful reporting, analytics, and improvement recommendations.

CHALLENGES

- Understaffed teams process 120+ day A/R volume
- High overhead costs relative to business office staff
- Minimal visibility into trends, analytics, and reporting

OUTCOMES

- Almost immediately, the organization realized 48% cost savings. Their in-house cost was approximately \$63,400, but after outsourcing AGS, they were able to reduce that cost to \$30,444.
- In 3 months of AGS working the 120+ day A/R, the expedited resolution of aged volume resulted in collections of \$120k.
- Due to the outstanding results, the organization decided to work solely with AGS and doubled their AGS staffing support.



48%

Cost savings



3x ROI