

Unlocking the power of automation

Revenue cycle management solution improves efficiency and accuracy

Customer

In the short time since the Behavioral Health Network Provider (BHPN) was founded in 2012, it has made a significant impact on the lives of children living in Northern California. The more than 90 providers in its network offer behavioral health services, and they are setting the industry standard for providing those services to clients with autism spectrum disorder and their families.

Challenge

One of the most important, yet challenging tasks for the BHPN was processing over 80,000 billable charges a month. For its Revenue Cycle Management team, this meant manually validating claim information on spreadsheets. Not only was this process inefficient, but it was also prone to errors – leading to invalid charges and delays in payment.

Solution

What the BHPN needed was an automated process that improved its data integrity, drove down days in accounts receivable, and allowed its team to handle an even larger volume of charges. Xolv's Revenue Cycle Management solution offered both the sophisticated technology and the ongoing support the BHPN needed to achieve its goals. Plus, Xolv's solution provided the BHPN with access to real-time data and an easy-to-use dashboard, giving them better insight into their business.

Results

Since implementing Xolv's Revenue Cycle Management solution, the BHPN has increased the number of charges it processes every month by 60%. And thanks to the new automated process, the time it takes to process a charge in the system has shrunk from 14 days to two days, saving the BHPN team valuable time. Last, the solution has helped BHPN improve its customer service by quickly validating practitioner information, preventing unnecessary charges, and reducing the number of denied claims.



Xolv has been a fantastic partner to my Revenue Cycle Management team. Their technology, expertise, and industry knowledge have helped improve our workflows. They've also driven ongoing product optimization, improving our efficiency and allowing us to collaborate even better with our customers."

Chris Hernandez
Director, Revenue Cycle Management
the BHPN

INCREASED EFFICIENCY



REDUCED ADMINISTRATIVE TIME



ACCESS TO REAL-TIME DATA



Want to save your team valuable time?

Contact us today at connect@xolv.org.

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