

# Case Study: Marshall Medical Center

## ABOUT THE CLIENT

Marshall Medical Center, a nonprofit, healthcare provider located in the heart of the Sierra foothills is a fully accredited acute facility with 125 beds. With several outpatient facilities and primary and specialty care clinics, Marshall Medical Center provides quality healthcare services to the 180,000 + residents of El Dorado County.



**From day one, Healthfuse streamlined the vendor integration process while simultaneously driving A/R efficiencies and improving our collections performance without sacrificing the patient financial experience. The Healthfuse team does the hands-on and detailed work to manage all our vendors and proactively connects us with new ones as our needs grow.**

**Karen Dostart**  
Director Hospital, Home Health Billing, OP Scheduling, & Revenue Contracting



Community Hospital

## CHALLENGE

Marshall Medical Center previously used separate systems to house inpatient and outpatient records, combined the two into an EPICTM program, entering into a partnership with UC Davis. The new EMR system integration came with big expectations, and while the initial process went smoothly, several challenges occurred with existing vendor relationships. As a Level III Trauma Center, Marshall needed to continue business as usual without disrupting standard billing processes and cash flow. An initial assessment revealed increased accounts' days in A/R, rising inventory, and issues with self-pay and early out vendors.

## SOLUTION

Marshall partnered with Healthfuse to coordinate and manage all of the vendor extractions and implementation as part of their EPIC® conversion.

## RESULTS

Healthfuse identified \$1.8M in initial collections improvement and cost savings.



## COLLECTIONS IMPROVEMENTS



- Collections Improvements of \$2.9M**
- Facilitated in-house early-out-self-pay program partnership with Flywire Health to reduce unnecessary placements
  - Implemented online bill payment gateway to improve collections performance

## COST SAVINGS



- Invoice Recoveries of \$2M**
- Coordinated with all vendors to get current inventories out in a timely manner
  - Applied a multi-step review process to determine vendor over-invoicing



- Contract Savings of \$37K**
- Negotiated improved contract rates for all revenue cycle vendors
  - Reduced number of days in A/R

### FOR MORE INFO, CONTACT:

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