

Case Study: West Virginia University Medicine



CHALLENGE

WVUM had more than a dozen long-term vendor partnerships across its vast health system but believed it was receiving little return on investment from those relationships. An initial assessment discovered vendor over-invoicing and most outsourced accounts were not being worked per best practice standards. WVUM also identified bolt-on technologies that needed to be sourced and replaced.

SOLUTION

WVUM engaged Healthfuse to build its Vendor Management Office (VMO) to serve as a centralized resource to oversee vendor performance and enforce accountability. The VMO worked with each vendor to update processes, WVUM utilization, and expectations. Reporting was established to monitor account-level activity, collection performance, and patient experience. This level of vendor engagement ensured that each vendor was aligned with WVUM's revenue cycle objectives and in the best position to maximize collections at the lowest cost for WVUM.

IMPACT

With Healthfuse, WVUM achieved improved transparency that created confidence and trust in the vendor relationships. Together, they designed a new vendor strategy to include automated processes, enhanced vendor work queues, and streamlined vendor communication. They implemented controls to ensure reconciliation of invoices and inventories; established best practice service level agreements on all contracts; sourced best-fit vendors for a new self-pay strategy; and purchased new bolt-on technologies in patient access and the business office.



West Virginia University Medicine (WVUM), located in Morgantown, West Virginia, includes the physicians, specialists, and sub-specialists of the West Virginia University School of Medicine; the affiliated schools of the WVU Health Sciences Center; four community hospitals; three critical access hospitals; and a children's hospital, all anchored by a 690-bed academic medical center that offers tertiary and quaternary care.

WVUM chose Healthfuse to help manage the organization's complex revenue cycle operations across the enterprise, and to help improve vendor performance, reduce costs and maximize reimbursements.

10x
increase in
outsourcer
performance

\$250,000
recovered from
invoice disputes

400%+
increased
in account-
level process
compliance

30%
reduction
in self-pay
collection costs

Doubled
net liquidation
and cash
recoveries for
select vendors

Since engaging Healthfuse, we know exactly how our vendors are performing and how they can improve over time. We've increased outsourcer performance by more than 30% since we started.

Leah Klinke
Director Patient Financial Services
WVU Medicine

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Healthfuse helps
WVU achieve

\$27M

in net collections
in 3 years