

CASE STUDY



Visualutions helps FQHC increase profitability

A multi-county FQHC that serves over 40,000 patients annually, has partnered with Visualutions since 2021 to help uphold their mission to provide high-quality, comprehensive, primary and preventative services with an emphasis on the underserved and those without access to health care. When choosing to work with Visualutions, our client was facing aging A/R rates and a transition to a new EHR.

Visualutions was critical to helping maintain profitability and continuing to serve patients.

- Initially, FQHC reached out to Visualutions to specifically help resolve issues with their commercial payers.
- After less than a year, Visualutions was asked to become a full RCM partner after successfully managing their aging A/R.
- Simultaneously, this FQHC was undergoing a transition to a new EHR system and Visualution assisted in easing that process.
- Today, this FQHC maintains above average metrics across their KPIS measuring profitability by partnering with Visualutions.



Aging A/R rates

FQHC struggled with getting their A/R rates under the 45-day industry benchmark.



Issues with Commercial Payers

Payments with commercial payers were often delayed, denied or not paid out at the highest rate.



Transition to new EHR

During these payer issues, this FQHC was also undergoing a massive transition to their new EHR.



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