

# Supporting Collections with Contract Management

## Challenge 01

MRMC did not have a contract management system that could support prospective contract modeling, or that could audit anticipated contract terms that were becoming more intricate.

With contractual adjustments growing and net revenue remaining flat, MRMC's finance team suspected there were opportunities to improve their managed care and commercial reimbursement.

MRMC projected that self-pay A/R would increase as patients lost coverage or moved to plans with higher out-of-pocket responsibilities.



**MAURY REGIONAL  
MEDICAL CENTER**

Maury Regional Medical Center (MRMC) is a 275-bed hospital in central Tennessee. The organization's annual net patient revenue is approximately \$256 million.

Through the use of PMMC's contract management solution, MRMC gained the ability to monitor the overall performance of its payer contracts so that the organization could negotiate improved reimbursement in future contracts.

## Solution 02



The solution also allows MRMC to identify and validate underpayments, and gives the organization the ability to track and recover those amounts from the primary insurance company.

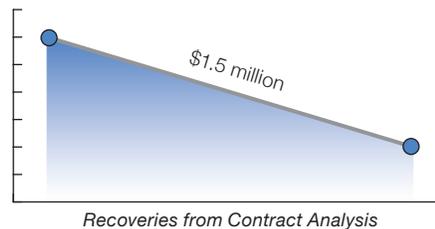
Within four weeks of choosing PMMC's patient payment estimation solution, it was fully implemented and in use, allowing the contractual adjustment to be applied to the expected bill and then isolating the anticipated patient portion beyond the adjustment.



## Enhancing Governance Through Transparency

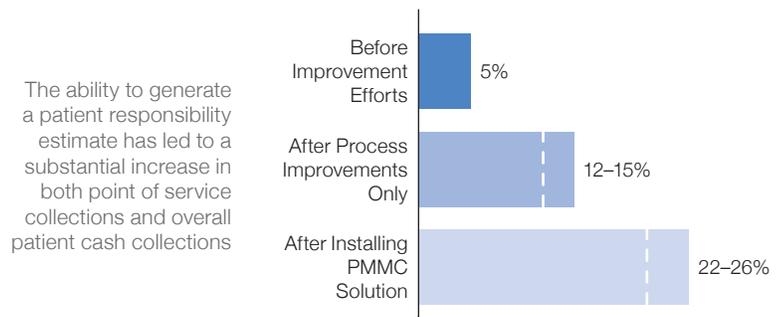
## Results 03

### Improved Underpayment Identification and Collection



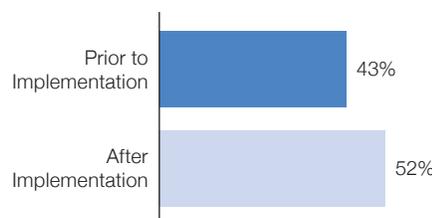
MRMC has successfully renegotiated several payer contracts and has implemented an improved contractual underpayment identification and collection process

### Upfront Cash Collections as a % of Total Patient Cash Collections



The ability to generate a patient responsibility estimate has led to a substantial increase in both point of service collections and overall patient cash collections

### Patients who Noted an "Excellent Experience" at MRMC



MRMC's ability to resolve issues and clarify financial responsibility early on in an encounter has led to increased patient satisfaction