

# Real stories of Impact through Microscope's Revenue Cycle Expertise

At Microscope, we believe that every dollar counts—and that overlooked inefficiencies in the revenue cycle can silently drain millions from healthcare organizations each year. Through expert assessments, tailored advisory services, and hands-on implementation support, our team has helped providers across the care continuum reclaim lost revenue, streamline processes, and build stronger financial futures.

## Here's a look at some of our recent success stories:

### Community Hospital

**Service:** Revenue Cycle Preliminary Assessment & Advisory

**Outcome:** \$1M in additional cash flow within 6 weeks and improved workflow processes which prevented thousands of denials before billing submission.

Our team conducted a focused assessment of the hospital's claim denial management processes. Within just six weeks, the hospital received an additional \$1 million in cash—above their normal monthly average. We identified critical breakdowns in system configuration and workflow design, leading to excessive claim denials. With new processes and targeted staff education in place, the organization not only reduced denials but also improved its ability to resolve denied claims promptly.

### Large Medical Center

**Service:** Billing Department Operational Assessment

**Outcome:** Recommended improved workflow processes to reduce significant denials and timely filings identified resulting in excess of \$20M on an annual basis.

This assessment revealed systemic issues contributing to denied claims and delayed reimbursements—ranging from outdated software and siloed workflows to missed communications and undertrained staff. For example, a single misrouted communication workflow led to substantial backlogs and missed filing deadlines. We recommended a strategic overhaul that included: - Modernization of tools and removal of obsolete systems only understood by a single employee - Realignment of staff responsibilities with proper training and accountability - A streamlined process to eliminate repetitive claim rework and better monitor individual performance

## Regional Hospital

**Service:** Revenue Cycle Preliminary Assessment

**Outcome:** Recommended improved workflow processes to reduce denials and timely filings. Estimated potential recovery in excess of \$3M.

Our assessment identified substantial missed reimbursement opportunities across the revenue cycle's front, middle, and back ends. Thousands of monthly denials and excessive write-offs stemmed from underutilized software, credit balances left unmanaged for nearly a decade, and the removal of key oversight roles.

**We delivered strategic recommendations to:**

- Reinstated essential roles for account reconciliation
- Implemented automated solutions to eliminate manual tasks
- Introduced individual-level goal setting and performance tracking to restore internal accountability

## Multi-Facility Healthcare System

**Service:** Comprehensive Revenue Cycle Review, Implementation, and Recovery

**Outcome:** Our Revenue Cycle Services were successful in:

- Redesigned workflows to streamline operations, eliminate inefficiencies, and improve claim accuracy.
- Delivered outsourced coding and billing solutions that recovered millions in denied claims and accelerated revenue recovery.
- Reduced claim denials to a minimum, ensuring faster, cleaner payments.
- Boosted monthly cash collections, consistently exceeding historical records across multiple entities.
- Empowered revenue cycle teams through focused education, training, and recruitment support to build long-term operational strength.

Across multiple hospitals, specialty practices, and physician groups, our team discovered chronic revenue leakage—amounting to between \$500,000 to several million dollars annually.

**Key findings included:**

- Denials driven by incorrect use of core and bolt-on systems
- Ineffective front-end processes, particularly in patient access
- Longstanding issues—unnoticed for over 20 years—resulting in multimillion-dollar annual losses

We customized a recovery and transformation plan for each entity.

**Highlights included:**

- Recapturing several million dollars in denied claims for one specialty group within just 4 months
- Identifying \$2M+ annual losses for a 5-site specialty facility—previously unknown to executive leadership and board members
- Presenting strategic reform plans to Boards and CEOs, resulting in new internal controls, improved reporting, and comprehensive process reengineering

**Let Microscope show you what's possible when experience, insight, and action converge.**

**Contact us to schedule a consultation. References are available upon request.**