

Succeed in an Evolving Healthcare Landscape.

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SCALE RCM brought us the analytical clarity we were looking for to enhance our revenue cycle and provider credentialing programs. They were able to efficiently assess current performance, identify tangible opportunities for improvement and propose practical execution plans.

Greg Stephan
COO, aptihealth

About Us

SCALE RCM provides the specialized business, financial, and technical expertise and resources to help high-performing physician practices secure their futures. Our unbiased suite of RCM solutions was developed in response to the prevailing one-size-fits-all approach of the industry.

How We Work

Every engagement is unique since every practice is unique. We follow a standardized analysis to qualify and measure all areas of your revenue cycle management processes, from patient intake to insurance billing to patient billing and collections. Regardless of whether you engage us for consulting or fully managed services, we offer the same level of dedication, transparency and execution support to help your billing department succeed.



Fully Managed Services

- Deep RCM expertise
- Efficient Onboarding
- Integrated RCM management team
- Transparent and comprehensive performance reporting



Consulting Services

- Pre- and post-close transactional services
- Department performance and workflow assessment
- Business intelligence and executive dashboard reporting
- Denials analysis and payer project management

SCALE Solutions

Due Diligence + MSO Development/Formation + MSO & Practice Integration
New Market Entry / Market Dynamics + Executive Search + Performance Assessments/Improvement
Fully Managed / Outsourced Solutions + Interim-Leadership + Prep For Sale/M&A

Our Process



Dedicated, seasoned account leadership

We bring a highly experienced team of managers trained in our proprietary approach to holistic RCM performance management. Our team has a low ratio of account managers to accounts, ensuring high-touchpoint client communications and quality controls.



Regular performance update meetings

We review historical results across a broad range of workflows and results, identify areas for performance improvement, and provide regular analytics-driven updates, including predictive analytics and credentialing status reports.



Multilayered, analytics-driven internal quality controls and oversight

SCALE RCM's proprietary, analytics-driven performance dashboards and benchmarking show real-time progress.



Integration with numerous SCALE Healthcare MSO services and solutions:

- Finance – accrual revenue management
- Payer contracting – payer project escalation, in-network negotiations
- Coding – provider auditing, training and education
- IT – business intelligence performance analytics, systems and site-of-service integration

Our Commitment

- ✓ Improve performance results
- ✓ Improve compliance
- ✓ Improve efficiency and scalability
- ✓ Improve operational stability and executive peace of mind

48

Clients

403,150

Claims per annum

44

Specialties billed

Case Study

SCALE's client decided it had insufficient leadership and expertise to improve and turn around its billing operation and engaged SCALE to provide fully-managed RCM services. In a matter of weeks, SCALE took over the billing function and began improving performance. Five months in, SCALE achieved a tight, industry best practice collection cycle.

Execution

- Prepare transition
- Launch new practice management software
- Begin billing for all new claims
- Complete transition of handling eligibility
- Begin old AR project through completion

Results

- Days to bill improved by 68% and days in AR improved by 39%
- Days to pay improved by 58% and AR greater than 90 days improved by 47%
- Improved unfulfilled encounters by 68% with the only outstanding claims represented by patient responsibility and claims that were denied or underpaid and needed to be appealed
- Better coordination with internal operations teams and less distraction
- Centralizing eligibility eased onsite burden and resulted in improved performance

SCALE+
healthcare RCM

www.scale-rcm.com

SCALE prides itself in developing customized solutions for its clients and helping healthcare organizations grow and thrive in a challenging marketplace. Now, we are ready to help you. We look forward to sharing examples of how we have helped our clients and invite you to schedule a 1-on-1 complimentary consultation with us.

Contact Kevin Gillis at kgillis@scale-healthcare.com, or +1 (603) 440-3375 to continue the conversation.