The echo Group

HERITAGE BEHAVIORAL HEALTH CENTER
Decatur, IL

Increasing their cashflow and bottom line in order to become more clinically effective and financially strong.

64%
Increased Collection Rate

OVERVIEW

With three locations and over 150 clinicians, Heritage Behavioral Health Center provides comprehensive community-based services to treat the most serious behavioral disorders and links them closely with providers of inpatient care. Heritage also provides a variety of innovative outreach, crisis intervention and prevention services in the communities they serve.

67%
Reduction in Outstanding Receivables

THE CHALLENGE

In January 2014, responding to state mandates, Heritage began submitting Medicaid claims to two Managed Care Organizations.

Despite their best efforts, Heritage struggled with getting claims paid through the MCOs. Claim denials steadily increased while cashflow declined.

THE SOLUTION

In 2016, Heritage made a strategic decision to partner with Echo for end to end revenue cycle management billing services.

12 months
Result Time

Within 12 months, Echo's RCM team was generating positive outcomes. Most notably, Heritage realized increased collection rates while their accounts receivable was reduced by 67%. This included recovering over $1 million that Heritage was prepared to write off.

Due to the performance of Echo's Revenue Cycle Management team, Heritage went from being an agency controlled by change to an agency able to manage and adapt to change.
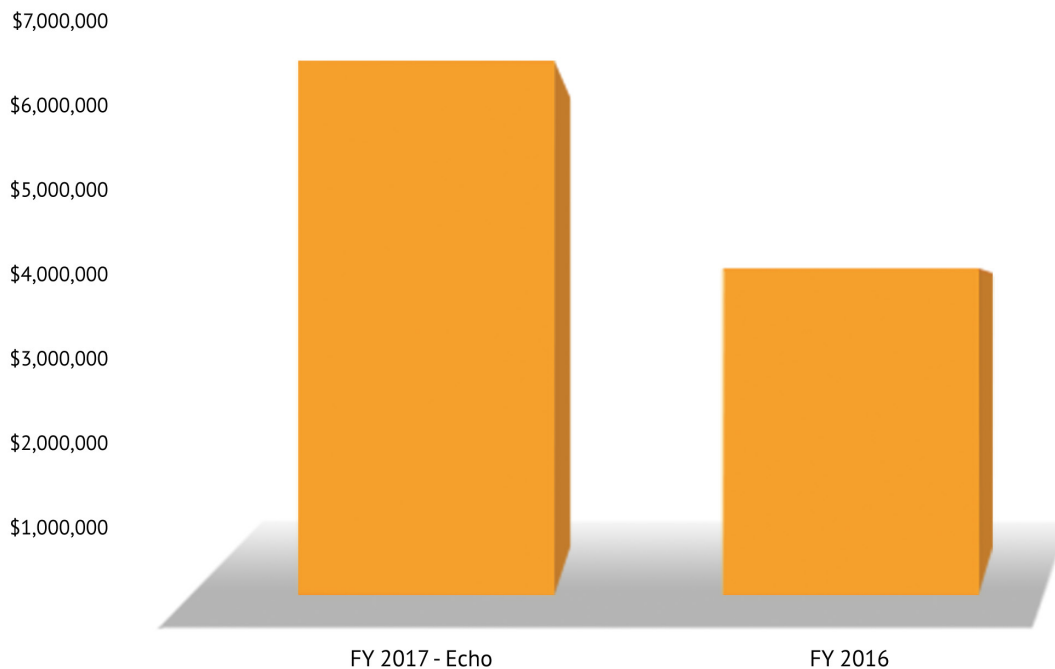
Now, the administration at Heritage can invest their time and capital to focusing on expanding services and providing the best possible care for the communities they serve.

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THE BENEFITS   After 12 months, Echo's RCM team

- Maintained a consistent flow of billable services
- Increased collections by 64%
- Reduced outstanding receivables by 67%

Collections

| | FY 2017 - Echo | FY 2016 |

What Revenue Cycle Management services does Echo provide?

Echo provides our partners with end-to-end revenue cycle management services as an approach to becoming clinically effective and financially strong. Allow Echo to apply best practice processes while managing your organization's essential revenue cycle, AR management and analytical reporting services.