Netsmart

Reducing denials and improving KPI performance
Client Spotlight: Cornerstones of Care

CORNERSTONES
OF CARE

The Netsmart Revenue Cycle Management Impact

- Implemented full revenue cycle management services
- Key differentiators were credentialing services and detailed executive reporting
- Tracked top denials, including trended progress
- 25% overall reduction in denials in one year
  - 65% reduction in authorization issues
  - 55% reduction in credentialing issues
  - 53% reduction in timely filing issues

"There is no way we could get the results with our commercial payers that Netsmart RCM is able to produce. Their commercial and Medicaid plan knowledge helps us collect reimbursement for services we just wouldn't get on our own."

Bill Cashner
Revenue Cycle Management

At-a-glance

Community

- Human Services

Location

- Kansas City, MO

Challenges

- Lack of visibility into issues impacting KPI performance
- Experiencing a high volume of claim denials
- No insight on reason for claim denials making it difficult to qualify by reason, location, provider, etc.

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