

Bluestone Health Center

Greenway® Revenue Services supports rural FQHC during biller retention challenges



Federally Qualified
Health Center



35
Providers



6
Locations

Staffing shortage led to billing challenges for FQHC

Bluestone Health Center, a Federally Qualified Health Center (FQHC) nestled in the Appalachian state of West Virginia, faced a critical juncture in its operations as it grappled with the aftermath of staff shortages exacerbated by the COVID-19 pandemic. In November 2021, amidst the onset of vaccine mandates and heightened healthcare demands, Bluestone Health Center found itself understaffed in its billing department. This predicament severely hampered their ability to manage billing operations effectively, threatening their financial stability. Recognizing the urgent need for support, Daniel Ellison, appointed as Chief Financial Officer (CFO) in September 2021, initiated strategic measures to address the pressing billing challenges.

Bluestone partners with Greenway Revenue Services

Two years ago, amidst the chaos of the COVID-19 pandemic, Bluestone Health Center took a strategic step to address its financial and staffing challenge by implementing Greenway Revenue Services (GRS). This decision marked a pivotal moment in Bluestone's billing operations. Armed with the powerful Intergrity EHR and Practice Management platform tailored for FQHCs, they gained a comprehensive solution to streamline their revenue cycle management processes.

Revenue cycle partnership helps improve key metrics

From the onset of implementation to now, Bluestone Health Center has experienced remarkable improvements in its billing metrics. They witnessed significant reductions in days in Accounts Receivable (AR) and aging percentages, signaling enhanced efficiency and financial stability.



RESULTS:

DAYS IN AR



35% Decrease

CHARGES



71% Increase

PAYMENTS



60% Increase

*Percentage change from 2022 to 2023.

Moreover, the Greenway Revenue Cycle Manager (RCM) team's keen eye for detail and expertise proved instrumental when Bluestone Health Center encountered a billing challenge upon opening a new location in Virginia. Recognizing the nuances of Medicare billing across state lines, they promptly intervened, ensuring compliance and rectifying the billing issue seamlessly. This proactive approach not only averted potential financial setbacks but also cemented trust and confidence in the partnership between Bluestone Health Center and Greenway Health.

Bluestone sees significant financial improvements, boost in employee morale

Through the collaborative efforts of Bluestone Health Center and Greenway Health, the FQHC overcame the hurdles posed by billing challenges amidst the COVID-19 pandemic. By leveraging the comprehensive billing solutions offered by GRS, Bluestone Health Center not only improved key performance indicators but also established a robust foundation for sustained growth and operational efficiency. This case study underscores the pivotal role of strategic partnerships and innovative solutions in empowering healthcare organizations to thrive amidst adversity.



“Partnering with Greenway Revenue Services has been a big boost to the people we have left in our billing department. When we implemented GRS we only had two billers left and we still have those two today. These two billers work with our Revenue Cycle Manager and the GRS team on a day-to-day basis. I was afraid if we did not find a supplemental solution when we lost many billers that these two would leave, but with the help of GRS we have been able to **improve morale, alleviate them from being overwhelmed, and keep them happy.”**

– Daniel Ellison, Chief Financial Officer, Bluestone Health Center

Greenway Revenue Services is dedicated to collaborative partnerships focused on alleviating billing challenges and providing structure for financial success.

CONTACT US for a free consultation:

greenwayhealth.com/request-follow-up or call 877-537-0063