



Stabilizing cash flow and reducing denials

Client Spotlight: Families First in Essex County



The RevConnect Impact

Families First partnered with Netsmart to implement electronic claims management with on-demand eligibility verification. Within a short time of implementation, the following results were achieved:

- Reduced AR days by approximately 30%
- Gained better visibility into the billing workflow
- Increased clean claim submissions and payment on first pass to payer
- Decreased the number of amended claims
- Improved overall workflow efficiencies

“Partnering with Netsmart was an excellent choice! With the support of the friendly, patient, knowledgeable RevConnect team, we hit the ground running. We achieved noticeable results early on and continue to maximize efficiencies.”

Paul J. Pulsifer, Director of Administrative Services

At-a-glance

Community

- Child and Family Services

Organization

- Families First in Essex County

Location

- Elizabethtown, NY

Challenges

- Posting remittances manually
- Lack of visibility to claim status
- Long revenue delays
- Inefficient benefit verification process
- Inconsistent cash flow

Solutions

- RevConnect™ Clearinghouse
- On-demand eligibility