

Building a partnership from day 1

Client Spotlight: Childress Regional Medical Center



The Netsmart Revenue Cycle Management Impact

- Organized and collaborated on the onboarding process
- Maintained a stable and appropriate staffing level
- Optimized CareRecord to support PDGM transition
- Sped up claim response time by implementing RevConnect Clearinghouse electronic billing solution
- Implemented RCM process efficiencies which reduced RCM clinical engagement time
- Provided robust RCM reporting and status updates

“Netsmart RCM is an outstanding partner when it comes to taking care of the revenue cycle management for our Home Health and Hospice services that are provided by our rural hospital. Netsmart RCM is an essential piece of our accounts receivable team and they work hard daily at helping us improve financially. Netsmart RCM is professional and always stays in direct communication with our team, which is extremely important and appreciated.”

Emilee Stratton
Chief Financial Officer

At-a-glance

Community

- Home Care

Location

- Childress, TX

Challenges

- Upcoming RCM staff retirement
- No clearinghouse and minimal electronic billing
- Operations were not aligned with the automation in the CareRecord