A Positive Investment in People and Technology Increases Self Pay Revenue

Charleston ENT Associates (CENT) is Charleston’s largest private ear, nose and throat (ENT) practice, serving five South Carolina counties with 11 locations, 23 physicians and six mid-levels, with plans to add additional providers in the near future.

CENT chose MediRevv to take on day-one self pay collections. The clinchers for CENT were MediRevv’s educated team members, who handle CENT’s patients with both knowledge and compassion, and access to high-performing technology that improves revenue as well as the overall patient experience.

MediRevv has freed up Central business office and front desk brainpower to improve A/R, speed up cash flow, and provide better customer service. The collaboration between the front desk, CBO, and MediRevv has been outstanding. This is how we’ve kept pace with volume and even surpassed it.

— Craig M. Kilgore, CMPE, Chief Executive Officer, Charleston ENT Associates

The Solution

- MediRevv’s processes and resources enabled every self pay account (all 8500 of them) to be worked during the crucial first 120 days, which resulted in higher patient payments and fewer bad debt placements.

- One common goal CENT and MediRevv shared was to increase patient payments by offering cleaner, informative and easy to read billing statements, enabling patients to clearly understand what they actually owe. MediRevv also enhanced CENT’s statement logic, allowing a net balance statement to be sent to the patient.
Our KLAS #2 ranking in Extended Business Office for the fifth consecutive year continues to represent the voice of those who partner with us in exceeding financial performance and patient experience goals. This ranking means we have stood the test of time, but perhaps more importantly—the test of change.

2600 University Parkway, Coralville, IA 52241  |  888.665.6310  |  contactus@medirevv.com  |  medirevv.com