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# CASE STUDY

Orlando Health

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**Tom Yoesle**  
Chief Operating Officer,  
Revenue Management

## Customer Profile

Orlando Health, Inc. is one of Florida's most comprehensive private, not-for-profit healthcare networks. Orlando Health's facilities, advanced medical treatments and procedures, and highly qualified staff have distinguished it as a healthcare leader for nearly two million Central Florida residents and 4,500 international visitors annually. The network includes nine facilities: five leading community hospitals, three nationally-recognized specialty hospitals, and one world-class cancer center. Orlando Health has been a client of Pyramid Healthcare Solutions for 15 years.

## The Challenge:

Fifteen years ago, when Orlando Health first contracted with Pyramid Healthcare Solutions, a division of Anthelio Healthcare Solutions, the not-for-profit healthcare network was looking for help to reduce the number of aged accounts, and increase the speed with which those accounts were collected. They had an accounts receivable team in-house, but dealing with aged receivables was more difficult – it required more work on the part of account collectors.

Orlando Health was looking to outsource those aged receivables to free up its in-house staff to work on easier-to-manage, younger accounts – and reduce the cost of staff and associated overhead. Impressed with the quality, responsiveness, and flexibility of Pyramid Healthcare Solutions, about ten years ago Orlando Health looked to Pyramid for help improving customer service in the business office that receives inbound calls from patients and their families.

“Before contracting with Pyramid, Orlando Health had no insight into the level of service patients were receiving on the phone,” says Tom Yoesle, Chief Operating Officer, Revenue Management at Orlando Health. “I knew it would benefit us tremendously if we were able to understand what was working, and what wasn't, for our patients when they called our business office for assistance,” he continued.

In essence, Pyramid has helped us reduce our payments with them. Most vendors pitch this theory, but Pyramid delivered. We are proud to have Pyramid not just as a vendor, but as a partner in our success."

**Bridget Walters**  
Corporate Director of  
Patient Accounting

## The Solution:

Orlando Health contracted with Pyramid Healthcare Solutions to take over aged receivable accounts with a particular set of payers. The partnership has enabled Orlando Health to keep its in-house staff focused on younger receivables, which are less costly to collect. It has also increased the percentage of aged receivables that Orlando Health is able to collect.

"[Pyramid Healthcare Solutions] has provided us with assistance in resolving aged third party accounts for several years. Their results have been outstanding!

Pyramid has consistently exceeded our expectations with high cash collections and account resolution," says Bridget Walters, Corporate Director of Patient Accounting at Orlando Health.

More recently, Pyramid has begun to also review accounts where the primary payer denied payment or paid only in part. "We review those accounts to determine the next step," says Melinda Scaffe, Assistant Vice President of PFS Operations at Pyramid Healthcare Solutions. "We sign directly into Orlando Health's work queue in their system and work on those accounts."

The benefit of that additional level of consultative service, according to Walters, is "[Pyramid Healthcare Solutions'] ability to seamlessly integrate and interface with our host patient accounting system has expedited account placement, note posting and invoicing. Pyramid's account status and resolution reports have enabled Orlando Health to make process changes which have increased our cash collections and reduced our aged third party receivables. In essence, Pyramid has helped us reduce our placements with them. Most vendors pitch this theory, but Pyramid delivered. We are proud to have Pyramid as not just a vendor, but a partner in our success," says Walters.

To gain insight into the kind of experience patients and their families were having when they called the healthcare network's business office, Orlando Health contracted about ten years ago with Pyramid Healthcare Solutions to conduct a telephone survey of people who recently called ORH. Scaffa explains: "We perform a survey on about 300-400 calls per month asking 5 or 6 questions to find out how the experience was when the patient called Orlando's central business office. We ask questions like, 'Was the customer service person helpful, friendly, knowledgeable?' We give the patients the opportunity to add their own comments, and we're successful at getting a lot of open feedback. We put the survey results and the comments into a database. Every two weeks we compile a report and give ORH a score (1-5) of how the customer service experience was."

The benefit of the surveys, says Yoesle, is that Orlando Health gets real feedback about the customer's experience. "It's unbiased feedback. It gives us much-needed insight into how people experience the operations in our hospital business office and gives us the ability to give feedback to our Call Center Representatives and expedite service recovery calls when necessary."

Whether it's collecting aged accounts receivable, reviewing incomplete payments, or surveying patients, the most significant benefit that Pyramid Healthcare Solutions provides to Orlando Health, says Walters, is that Pyramid is incredibly accommodating and flexible. "When we have an out-of-the-box or tough request, Pyramid doesn't say no. They will always go the extra mile to figure out a way to get it done."

# About Anthelio

Anthelio is a driving force in the healthcare industry and is the largest independent provider of healthcare technology solutions to hospitals, physician practice groups and other healthcare providers. By provisioning hospitals across the US with innovative solutions in the areas of IT, EHR, HIM, Revenue Cycle Management, Patient Engagement and Enterprise Interoperability (EI), Anthelio impacts quality care to over sixty million patients. The acquisition of Pyramid Healthcare Solutions broadens Anthelio's RCM service offerings while expanding its Medical Coding, Coding Audit, Clinical Documentation Improvement and HIM outsourcing services powered by cutting-edge technologies and thousands of healthcare professionals with extensive clinical and operational experience, Anthelio drives sustainable value to over 63,000 physicians and nurses in hundreds of healthcare organizations supporting their annual revenue of over \$67 billion.



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