

## CASE STUDY

# Improving Revenue Cycle and Cash Performance

CWH Advisors conducted an end-to-end revenue cycle diagnostic for a national home-based care provider, identifying workflow and system factors delaying cash and defining priority actions to improve performance.



## CLIENT SNAPSHOT



### CLIENT TYPE

National Home-Based Care Provider



### INDUSTRY

DME & Home-Based Care



### ENGAGEMENT FOCUS

Revenue Cycle Diagnostic



### ABOUT THE CLIENT

A national provider delivering respiratory, infusion, and home-based services to patients with complex care needs.

## THE BUSINESS CHALLENGE

Leadership sought a fact-based path to improve revenue cycle performance across a complex, multi-service care platform.

- Quantify drivers of held receivables, order denials, and bad debt.
- Trace breakdowns across intake, eligibility, authorization, billing, and collections.
- Evaluate system configuration, data integrity, and automation readiness.
- Clarify payer rules and ownership across revenue cycle workflows.
- Prioritize near-term actions with meaningful cash-flow impact.
- Establish a scalable operating model for sustained performance.

## OUR APPROACH



### DISCOVER

Mapped core workflows and gathered stakeholder perspectives across revenue cycle operations.



### MODEL

Quantified revenue leakage and benchmarked priority revenue cycle workstreams.



### VALIDATE

Tested findings against system configuration, payer rules, and data controls.



### DELIVER

Sequenced process, technology, and governance actions by value and readiness.

## OUTCOMES & VALUE DELIVERED



### PERFORMANCE INSIGHT

Connected revenue cycle Metrics, workflow, and system drivers in one fact base.



### OPERATIONAL DRIVERS

Identified preventable holds, denial patterns, and breakdowns affecting cash.



### SYSTEM PRIORITIES

Defined platform, data, and automation priorities for stronger revenue cycle performance.



### ACTION ROADMAP

Prioritized immediate and longer-term initiatives by value, effort, and readiness.



### WHY IT MATTERS

Home-based care organizations face margin pressure when payer complexity and fragmented workflows slow cash conversion. A structured diagnostic gives leaders clear priorities for stronger controls and sustainable growth.



### FACING A SIMILAR CHALLENGE?

Let's connect to discuss how CWH Advisors can strengthen revenue cycle performance and protect cash conversion.



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