

CASE STUDY

Strengthening Revenue Cycle Performance to Unlock Cash Opportunity

CWH Advisors conducted a revenue cycle diagnostic for a home medical equipment provider, identifying operational and system factors driving rising accounts receivable and defining priority actions to improve performance.

CLIENT SNAPSHOT



CLIENT TYPE

Multi-State Healthcare Provider



INDUSTRY

Home Medical Equipment



ENGAGEMENT FOCUS

Revenue Cycle Diagnostic & Operational Improvement



ABOUT THE CLIENT

A growing provider of home medical equipment and respiratory services supporting patients across multiple markets.



"CWH took a complex, data heavy diagnostic and distilled it into something genuinely easy to act on. The findings were clear, well organized, and easy to bring back to the team."

– Executive Leader
Home Medical Equipment Provider

THE BUSINESS CHALLENGE

Leadership sought to understand why accounts receivable and days sales outstanding were rising during rapid expansion and where preventable gaps were slowing cash collection.

- Trailed industry benchmarks on core collection and billing performance amid rapid growth.
- Required stronger system checks to prevent billing errors before claim submission.
- Faced fragmented payer requirements and unclear ownership across teams.
- Managed denials reactively, limiting visibility and slowing corrective action.

OUR APPROACH



DISCOVER

Interviewed stakeholders and mapped workflows from intake through cash collection.



MODEL

Reconciled financial and billing data to analyze receivable and denial trends.



VALIDATE

Compared core revenue cycle metrics with industry benchmarks.



DELIVER

Connected root causes to a sequenced roadmap and reusable analytics.

OUTCOMES & VALUE DELIVERED



MEASUREMENT FRAMEWORK

Established consistent measures for evaluating revenue cycle performance.



PERFORMANCE INSIGHTS

Delivered an executive scorecard and dashboard for ongoing performance monitoring.



OPERATIONAL DRIVERS

Identified the workflow, payer, system, and capacity factors driving performance.



ACTIONABLE ROADMAP

Translated findings into prioritized actions with assigned owners and timing.



WHY IT MATTERS

Revenue cycle infrastructure must keep pace with higher volume and operational complexity. Clear performance measures and stronger controls help leaders protect cash conversion as the business expands.



FACING A SIMILAR CHALLENGE?

Let's connect to discuss how CWH Advisors can help strengthen revenue cycle performance and accelerate value creation.



cwhadvisors.com



contact@cwhadvisors.com