

How ProHance Drove ~\$85K in Cost Savings and Enhanced Productivity by 25%

for a Leading Healthcare
Collections Provider



About the Customer

A renowned BPM company providing customized Revenue Cycle Management (RCM) services in healthcare. They handle back-office operations, ensuring regulatory compliance and operational excellence. They manage essential administrative functions like following up on unpaid bills, negotiating payment plans with patients, and coordinating with collection agencies when necessary. Their operational measures ensure steady cash flow, financial stability, and high customer satisfaction for healthcare organizations.

Industry

BPM managing Healthcare & Revenue Cycle Management.

Line of Business

Backoffice operations in the Healthcare sector



Challenges



Managing Workload Fluctuations

Varying claim types and enrolment periods caused uneven workloads, making it difficult to distribute tasks and maintain appropriate staffing levels, especially during peak periods like payment due dates or after invoice mailings.



Lack of Fair Productivity Standards

It was difficult to set consistent productivity metrics. Employees dealt with a wide range of account types, each requiring different levels of attention, making it hard to define fair & effective performance standards across teams.



Staff Utilization & Skill Mapping

Effectively utilizing staff for diverse tasks, from explaining complex bills to handling high-value accounts, was challenging. Cross-training and aligning skills to specific tasks required continuous effort.



Employee Well-being and Retention

High-stress environment of collections led to employee burnout & turnover. Managing emotional toll on staff while maintaining high performance levels impacted the overall team stability & retention.



How ProHance Helped



Real-time Data Visibility & Reporting

ProHance was deployed as an automated WFM solution, providing managers with real-time data and project-specific reports for strategic decision-making.



Advanced Analytics & Dashboards

Live dashboards enabled supervisors to track key time utilization metrics with 80+ customizable views, providing insights into daily, weekly, and monthly trends across multiple processes and applications.



Productivity & Efficiency Improvement

ProHance helped optimize core vs. non-core productive time and identify aberrant activity. Productivity per hour (PPH) was enhanced through Quadrant Analysis, addressing process and technical inefficiencies.



Performance Variation Analysis

The platform pinpointed the root causes of inter-agent performance variations and process inefficiencies, offering specific optimization steps.



Data-driven Decision Making

ProHance provided actionable insights that improved operations management and employee engagement, aligning with the objective to optimize resource utilization and avoid additional employee costs.



Targeted Approach to Boost Performance

The strategy focused on addressing underperformers and increasing productivity to enhance overall account margins and cumulative net fees collected.



Value Created

11%

Productivity Improvement within 4 months (Oct'23 to Jan'24).

25%

reduction in unutilized capacity on productivity within 4 months (Oct'23 to Jan'24).

Annualized savings of approximately

\$85K

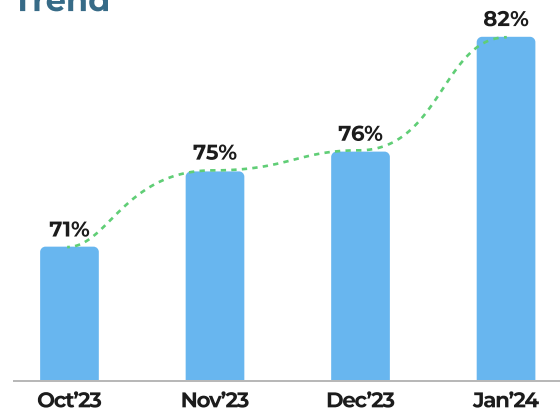
through cost optimization.



Cumulative Incremental Net Fees driven by bottom-performed productivity enhanced.

Sector	Healthcare Collection
Base Headcount	200 FTEs
Target Productive Hours	88% of HRMS Hrs
Assumed FTE rate/month	\$3500

Productivity % Trend



Book a Demo:

✉ marketing@prohance.net

🌐 www.prohance.net

India

United States

Philippines

Australia

United Kingdom