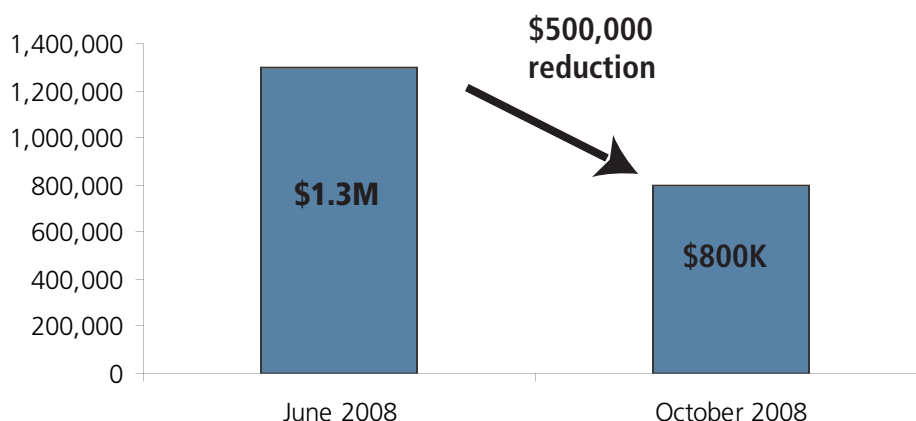


Claims Outsourcing Helps Illinois Hospital Reduce AR

Delnor Community Hospital outsources its Illinois Medicaid billing and follow up to The Cosand Group (Cosand), a member of the Passport family of companies. Cosand has transformed the way Delnor attacks aging Medicaid receivables and helped the hospital achieve a **\$500,000 – or a 38 percent – drop in AR in just four months during 2008.**

The hospital continually tracks Medicaid accounts to segregate which claims lack activity – those that have not been paid, denied and are not pending payment. Director of Patient Financial Services Shaun Walder then provides Cosand with a work list of claims for follow up, and the accounts are worked from oldest to newest until a pending payment status is achieved. Just four months after implementing the process of identifying and targeting aged claims, Cosand **reduced the number of inactive claims for Delnor by 525.** The inactive claims reconciled represented 25 percent of the hospital's outstanding claims.

"No Activity" Medicaid Accounts Receivable



"Our primary objective is to keep receivables as low as possible, and Cosand helps us do that by getting bills out quickly and automating claims status follow-up so we work more efficiently and keep our costs low," said Walder. "Their persistence and expertise in Medicaid reimbursement literally pays dividends to our hospital."

Delnor expects to fully eradicate its aged accounts during 2009 and begin using Cosand to ensure complete and full Medicaid payments on all pending claims.

"It will be extremely gratifying to complete one objective and move ahead to the next target," said Walder. "With Cosand as our partner, the goal is in sight and there are boundless opportunities for us to continue improving the hospital's financial standing."

Organization profile:

Location:	Geneva, Ill.
Beds:	159
Annual Net Revenue:	\$240,000,000