Jindal Healthcare

CUSTOMER SUCCESS STORY

38% Boost in Collection Rate: How Jindal Healthcare Helped a Rural Oklahoma Hospital Regain Its Financial Footing

AT A GLANCE

This rural hospital, like many others, was struggling to keep its doors open due to staffing shortages, outdated tech, and sluggish collections.

Prior auth delays, coding errors, shifting payer rules, and rising operational costs only deepened the crisis. Revenue kept slipping, pushing the hospital closer to the edge—a reality far too common for rural hospitals today.

With a closure risk looming over, the hospital turned to Jindal Healthcare for a strategic partnership to re-engineer its revenue cycle. Leveraging our tech-enabled RCM expertise, it addressed its systemic inefficiencies and regained its financial footing.

TRANSFORMATION JOURNEY

Rural Hospital's Survival at Risk
- Front-end issues stalling revenue
- Coding gaps, denials slowing it down
- Clinic bleeding $18K-$20K monthly
- Mission at stake; fight for survival on

Jindal Healthcare Joins the Fight
- Mission-aligned, seasoned RCM experts
- People, process, tech-led optimization
- Workflows streamlined, staff empowered

Process Improved, Stability Restored
- 38% jump in the collection rate
- Denials, operating costs lowered
- Financial footing, finally regained

THE CHALLENGES

42%
AR >90 days (nearly 2x the MGMA norm)

2+
years of outstanding claims

4000
unresolved denials in just 7 months

12%
drop in collections from Q1 to Q2

21
days of billing lag

$2M
lost in revenue annually

70%
clean claim rate

68%
auth approval rate

THE DIAGNOSIS

The assessment revealed a web of interconnected systemic problems stemming from:

Siloed Processes and Workflow Bottlenecks

- Disjointed eligibility verification workflows across departments, locations
- Frequent auth submission errors leading to uncompensated care
- Coding–AR communication gaps resulting in preventable denials
- Payer rules ignored in system edits, causing repetitive rejections

Capacity Constraints Across the Revenue Cycle

- Overwhelmed staff, limited capacity to handle the volume
- Impacted appointment scheduling and provider utilization
- No AR prioritization or structured denial management in place
- Missed deadlines, erratic follow-ups, and growing backlogs

Lack of KPIs Visibility and Governance

- Data blindness across critical KPIs masking root causes
- Overfocus on vanity metrics obscuring the big picture
- No denial root cause analysis (RCA) and systematic feedback

THE APPROACH

Jindal Healthcare's RCM Optimization Framework in Action

After deep diving into their challenges, a three-pronged RCM transformation framework tailored to their operational needs was implemented:
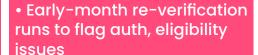
PEOPLE

Strategic Staff Augmentation to Close the Gaps

- Experts handling claims with minimal touches for faster payouts
- An ROI-first approach to work at-risk, high-impact claims
- Fast turnaround: <3 days for denials, <2 days for rejections
- Payer monitoring, SOP updates, and audits to stop revenue leaks

PROCESS

Smarter Workflows Built for Scalability

- Early-month re-verification runs to flag auth, eligibility issues
- Procedure code, payer logic mapping to fix discrepancies
- Rules set for claim prioritization and periodic cleanups
- RCA and monthly review insights fed back into edits and team training

TECH

Proprietary AI platform HealthX at Work

- AI-powered eligibility verification via APIs to boost POS collections
- Propensity-to-pay AI to prioritize high-ROI, high-impact claims
- Decision tree for faster, fewer-touch claim resolution at lower costs
- Custom KPI dashboards for data-driven process improvements

Smarter Operations, Stronger Cash Flow

KEY METRICS	BEFORE	AFTER
Auth Approval Rate	68%	92%
Billing Lag	21 days	8 days
90+ Days AR	42%	25%
Days in AR	63	39
Denial Resolution	Weeks	<72 hours
Rejection Resolution	Weeks	<48 hours
Yield (Gross Collection Rate)	21%	29%

Reinforcing Financial Resilience in Rural Healthcare

The rural hospital's journey with Jindal Healthcare shows what's possible when the right people, processes, and technology are brought together to build a financially resilient revenue cycle to keep the mission going.

With Jindal Healthcare as their strategic RCM partner, the hospital didn't just fix surface-level inefficiencies but rebuilt a robust foundation for its long-term financial sustainability, even in a resource-strained rural landscape.

Re-Engineered Revenue Cycles that Rural Hospitals Can Count On

At Jindal Healthcare, we focus on what truly moves the needle, helping rural hospitals build future-ready revenue cycles that ensure their financial sustainability to support their mission of care.

Want to see how we can help your organization stay financially strong and sustainable?

LET'S TALK