

# Physician Staffing Organization Revenue Cycle Due Diligence



## Goal:

Ancore Health was engaged by a healthcare private equity (PE) firm interested in purchasing Sunbeam Health (SH), a physician staffing organization focused on specialty care hospital coverage.

Ancore was asked to evaluate the efficacy of SH's revenue cycle management operations.

Timeline: 30-40 days.

## Client: Sunbeam Health\*

National Physician Staffing Organization  
# of Patients: +400k  
# of Physicians: +10k  
# of Billed Charges: +391M

\*Note: Sunbeam Health is a pseudonym.

## Challenges:

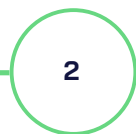
- Revenue cycle function used a **blend of in-house and outsourced resources**
- **Claim flow** from patient service to payment **differed depending on the service line**
- **Urgent timing** of the transaction required a quick turnaround assessment

## Results:

- **Analyzed and benchmarked revenue cycle metrics** compared to industry standards
- **Identified areas of improvement**, met with agreement from the PE firm and SH
- Provided a **memo summarizing key findings to support conversations with lenders**
- Developed a **custom dashboard for leaders to examine overall performance** of SH



Information Request  
& Stakeholder Interviews



Data Analysis  
& Benchmarking



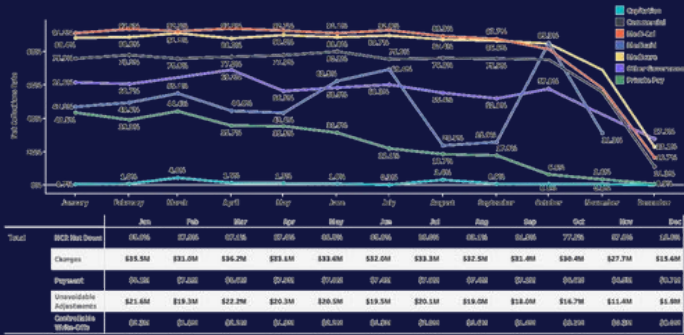
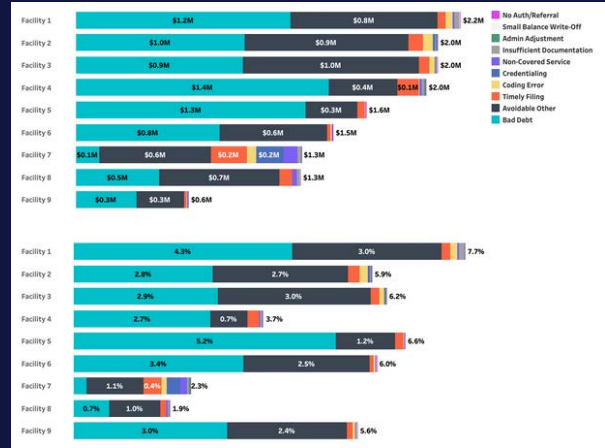
Findings, Recommendations, &  
Dashboard

# Physician Staffing Organization Revenue Cycle Due Diligence Process

Ancore Health performed a quick and thorough assessment of SH's revenue cycle management operations. Following the assessment, Ancore Health took the following steps to provide a well-rounded review.

## Information Request & Stakeholder Interviews

In order to understand the current state of SH's revenue cycle management operations, Ancore Health requested specific data elements, including, but not limited to, revenue cycle standard operation procedure documentation, key third-party vendor agreements, samples of standard reporting and KPIs, and detailed data extracts for prior 12 months. Additionally, Ancore Health held stakeholder interviews with all the key figures surrounding the revenue cycle operations to gain insight into current processes.



## Data Analysis & Benchmarking

Ancore Health analyzed 12 months of data extracts to categorize, standardize, and benchmark different revenue cycle metrics against industry benchmarks and Ancore Health's experience. Ancore Health quantified financial opportunities for improved revenue cycle operations and built consensus among the PE firm and SH.

## Findings, Recommendations, & Dashboard

Ancore Health provided a detailed revenue cycle due diligence report that included findings and operational recommendations for the PE firm to utilize in conversations with the lenders, and for SH to drive operational improvement. Ancore Health created a custom revenue cycle dashboard to visualize operational data and quickly provide actionable insights. The dashboard was designed with visuals that made SH's performance easy to understand by all end-users.

