

Texican, Inc. and Life of a Claim (LOAC®): Generating a \$248M Positive Impact Over 4 Years

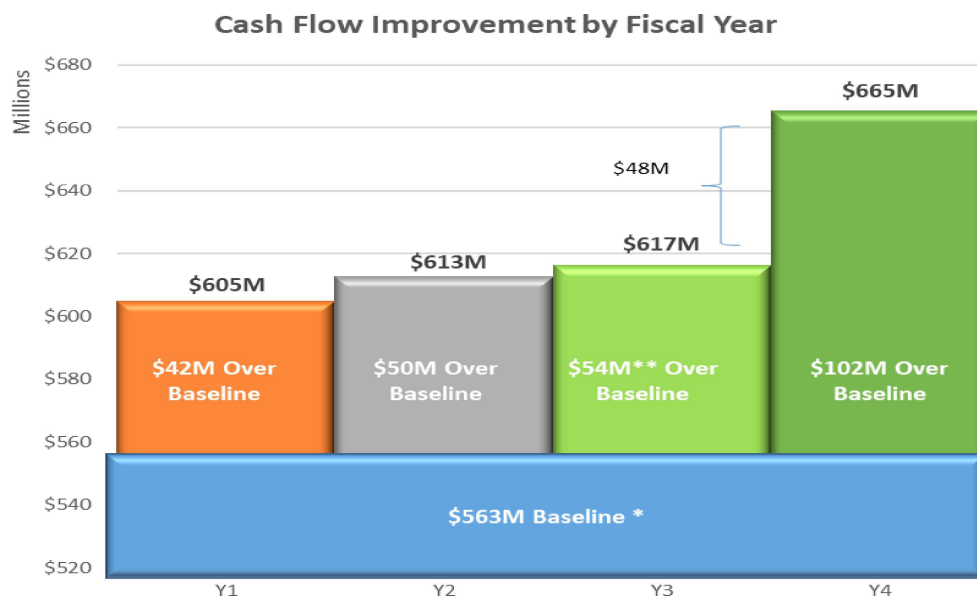
“Our revenue cycle operations transformation partner, Texican has played a critical role in strengthening our system, increasing, and sustaining our annual cash flow by 10% over baseline, reducing A/R by 25%, and establishing an accurate and consistent revenue forecast model are only a few of the significant Texican contributions. Even during COVID-19 their support and Revenue Cycle leadership afforded us the opportunity to continue to grow cash while mitigating significant financial impacts experienced by other healthcare organizations. Their work helped to position our organization for the recent highly successful merger with Ochsner Health” ... Large Regional Health System, Chief Financial Officer.” – Senior Vice President and Chief Financial Officer

THE CLIENT

In August 2017, a regional non-profit healthcare organization in the Southeast United States, with a budget exceeding \$750 million, partnered with Texican, Inc. to revamp its Revenue Cycle Operations (RCO) and establish process improvement/standardization throughout the organization.

THE SITUATION	THE COMMITMENT
<ul style="list-style-type: none"> • Outdated RCO systems and processes strained by rapid organizational growth • Finance requires an accurate and reliable cash flow forecast from RCO • Overwhelmed and inexperienced RCO management grappling with growth and expansion • Lack of collaboration between IT and RCO necessitates connection • RCO unable to adapt to evolving demands amid growth and regulatory changes 	<ul style="list-style-type: none"> • Established a risk-sharing compensation model to achieve an extra month's average cash flow, totaling \$47 million. • Assigned a dedicated team to spearhead process improvement and foster collaboration throughout the organization. • Implemented and institutionalized sustainability through effective People, Process, and Technology alignment, utilizing Texican's LOAC® methodology. • Achieved a recurring sustainable annual cash impact equivalent to one month's cash.

THE RESULTS



*Baseline time period is Aug 16 – July 17

** COVID \$23M cash impact calculated by comparing 2019 to 2020 cash results for April and May.



OPERATIONAL TRANSFORMATION DRIVEN BY TEXICAN'S LIFE OF A CLAIM:

- Achieved an 18% increase in annual net income from baseline, rising to 8.6% during the COVID pandemic.
- Established RCO as a dependable, core organizational contributor, delivering sustainable results.
- Successfully executed key Health System objectives, fostering a culture of People, Service, Quality, Funding & Growth.
- Continuously assessed core and peripheral RCO technologies, identifying opportunities for improvement and collaborating on solutions.
- Enhanced first pass pay rate and claim integrity by revamping targeted system and claim data requirements.
- Standardized charge capture, coding, and billing processes to ensure accurate reimbursement.
- Implemented actionable quality metrics for patient access and scheduling, optimizing system capacity.
- Enhanced staff efficiency across all RCO functional areas using Texican Life of a Claim Analytics.

OUR COMPANY

Texican, Inc. specializes in driving positive cash outcomes through Revenue Cycle Operations (RCO) transformation. Since our establishment in 1991, we have consistently delivered sustainable cash flow and operational enhancements year after year. Our track record often yields an additional month's worth of cash collections per engagement, alongside the development of performance metrics for sustained and continuous improvement. Drawing from our extensive experience, clients typically experience an incremental cash improvement of \$15 for every \$1 invested in our services.

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