

Case Study: National Hospital System Revenue Cycle Vendor Assessment

Client Background

One of the largest health systems in the United States, operating a broad network of hospitals, including facilities in rural and underserved communities, with a fully outsourced revenue cycle model. LBMC's Healthcare Advisory team has maintained a long-standing advisory relationship with this organization across multiple engagements.

The Challenge

Their corporate leadership was receiving complaints from hospital leadership teams across multiple facilities, spanning patient billing inaccuracies, operational inefficiencies, and compliance concerns around coding and auditing practices. With two vendors managing all revenue cycle back-end functions, leadership needed an objective answer: were their vendors performing, how did they compare to each other, and how did they stack up against national benchmarks?

Our Approach

LBMC conducted a comprehensive performance assessment across six facilities, evaluating each vendor independently, comparing them against one another, and benchmarking both against national standards. Our team physically traveled to all six sites, many in rural areas, conducting interviews, observing workflows, and working alongside vendor staff first-hand. Every finding was cross-validated through multiple levels of leadership to ensure accuracy and context.

In parallel, LBMC's coding and compliance team performed a separate compliance assessment, including account sampling and a review of coding, monitoring, and auditing practices.

Solutions & Services

- Quantitative performance rankings by facility against both vendors and national benchmarks
- Financial opportunity analysis identifying improvement potential by facility and vendor
- Compliance and billing quality gap assessment with actionable recommendations
- Strategic vendor recommendations, including consolidation and alternative vendor options, to equip their leadership to make a confident, informed decision

Why Clients Chose & Stay with LBMC

Independence: This organization needed an unbiased third party to cut through competing internal narratives and deliver an objective view of vendor performance.

Hands-On Commitment: LBMC deployed on-site to every facility, uncovering operational realities that a desk-level review would have missed.

Breadth of Expertise: Revenue cycle, compliance, and coding expertise were brought together under one engagement for a holistic assessment.

Tailored Approach: Every recommendation was built around their unique vendor structure and organizational goals, not adapted from a generic playbook.