

Texas Institute for Surgery

TruBridge helps increase cash flow and decrease AR days with nTrust

Client: Texas Institute for Surgery
Location: Dallas, Texas

Snapshot

Texas Institute for Surgery was experiencing a knowledge gap with its current business office employees. They needed help—fast. By starting out with TruBridge Medical Coding services, they were able to get back on track with coding and realized they could go even further with insurance follow up. After seeing the outsourced model benefits, they realized an all encompassing model like nTrust could increase cash flow even faster. TruBridge was there with exactly what they needed, when they needed it.

"I generally don't refer to vendors as my partners. However, I do refer to TruBridge as a partner because they share my profits based on the nTrust arrangement that we have with our collections. TruBridge negotiated a percentage, and I get the rest. We also share the income, risk, and the reward."



15%

Increase in average monthly cash collections



23%

Decrease in AR days



13.7

Days of average bill to pay across all payers



\$195k+

Savings in EHR spend

"When presented with the option to have less control with a corporate partner, or partner with TruBridge, we chose TruBridge. The nTrust program allows us more centralized control over finances, and was a better deal than I had before."



Challenge

There were a few challenges Texas Institute faced. First, they needed to restructure their arrangement with their umbrella company. With nTrust, they knew they would bring in enough cash to be just that.

Next, there was a significant knowledge gap with their business office employees; they couldn't keep up with the complexities of modern healthcare billing—specifically, there was a daily struggle to get claims out the door. Given this, they need to find employees who could hit the ground running to process a high level of claims daily, while not having the time or resources for training.

And finally, Texas Institute wanted more out of their data to participate in the population health initiatives as they understood the importance within their community.



Solution

The TruBridge nTrust program was exactly what Texas Institute needed. **With nTrust:**

- + Average monthly cash **increased by 15%**
- + AR Days **decreased by 23%**
- + Claims to collect rate **average 13.7 days** across all payers
- + EHR spending decreased by **~170K** in licensing fees and **~25K** in subscription fees

“nTrust proved to be the perfect solution for Texas Institute, saving them from out-of-pocket costs for various RCM and outsourcing services that they would have otherwise had to pay for without the nTrust.”

Chris Fowler
President and CEO, TruBridge

“TruBridge has always stepped up in my moments of need.”

John Croley
CEO, Texas Institute



\$25k

Decrease
in subscription fees

TruBridge continues to deliver and solve business issues—fast. Learn how your facility can excel just like Texas Institute by reaching out to your Client Executive.