

North Kansas City Hospital  
North Kansas City, MO  
451 beds

**Initial Cymetrix Solution:**

- Account resolution for aged inventory and managed care audit with underpayment recovery prior to system conversion

**Ongoing Cymetrix Solution:**

- Ongoing placements for managed care underpayment review
- Continue with accounts receivable management for accounts too labor-intensive for the hospital to efficiently resolve

**Results:**

- With support from Cymetrix over 24 months, results realized:
  - Percent of collections to net revenue increased from 94% to 100%
  - A/R days decreased from 64 to 44
  - Recovered close to \$1 million previously audited accounts
  - Overturn rates of previously denied claims tripled
  - System and process problems were solved to reduce denied claims and future underpayments



"We opened 100 new beds. Without the help of Cymetrix and other revenue cycle improvements, we would have lost money instead of making money."

Jim McNey  
Chief Financial Officer  
North Kansas City Hospital