



Case Study:

Southern California treatment program gains insight  
from Panacea's Free Assessment



### **The Client**

Hope By The Sea is a private, Joint Commission Accredited drug addiction treatment center located in San Juan Capistrano, California. The organization currently has over 60 beds



### **The Challenge**

With revenue goals not being consistently met and unsure where all the issues may be, Hope By The Sea took advantage of Panacea Healthcare Service's free billing assessment which evaluates core areas of a client's billing process including:

- Days in A/R
- Payer Mix
- Credentialing Process
- Workflows
- Coding Process
- Claim Acceptance Rates
- And more...



### **The Solution**

After an extensive assessment using a comprehensive claims management approach, Panacea Healthcare Services confirmed a series of issues that would cause erroneous denials and prevent consistent reimbursements. The billing assessment team reviewed approximately 30-50 claims previously paid or denied over the past 90-120 days. After uncovering the issues, Panacea assisted Hope By the Sea with developing a new approach on billing & collection protocols.

Despite the prior reviews by Hope By the Sea's internal teams and by another third party billing & collection firms, Panacea Healthcare Services were able to meet the needs of this provider.



## The Final Outcome

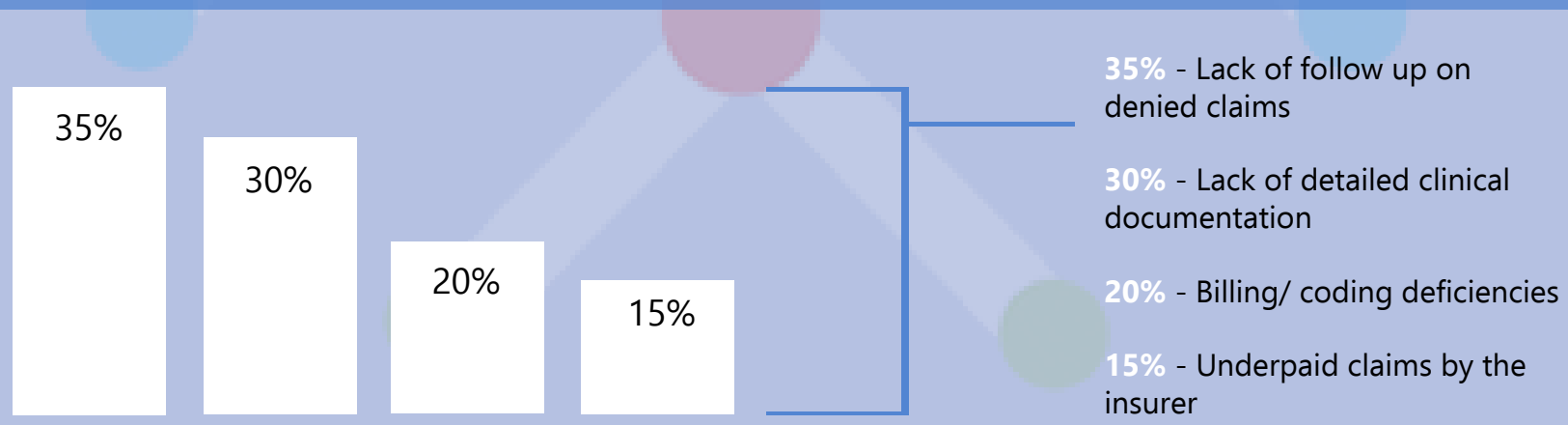
Hope By the Sea was truly impressed with Panacea's assessment of the revenue cycle related issues and the ability to develop a successful new plan of action. After the initial success of the billing assessment, Hope By The Sea expanded the relationship with Panacea by contracting with them to take on all billing & collection efforts. Since developing a partnership, Panacea has consistently delivered positive revenue growth and continues to assist Hope By the Sea with meeting reimbursement goals. The revenue improvements were enhanced by the exponential value of process improvements identified by Panacea. As a true partner, Panacea communicated with the client to present solutions to revenue cycle challenges. The team provided detailed reporting and root cause analysis that identified process defects. By working with Panacea Healthcare Services, Hope By The Sea was able to increase their revenue and continue with expansion goals. And to think...It all started with a free assessment!

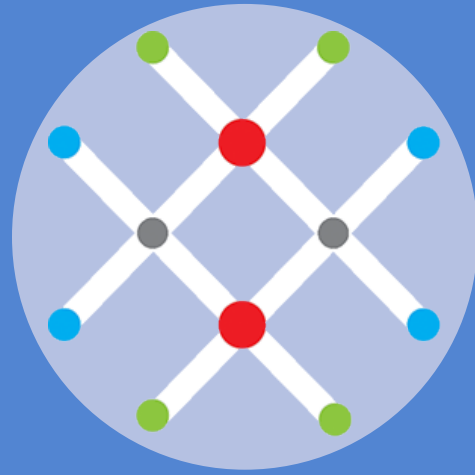
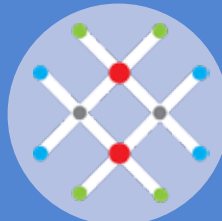
***"If you are looking to kick your facility into high gear, then Panacea is the right choice for you. I am extremely pleased with the attention they give to my facility. I know that I am in good hands!"***

**-Chad Carlsen  
Owner, Hope By The Sea**

## Post-assessment Results for Hope By The Sea

Source: Panacea





Find out how  
Panacea Healthcare Services  
can assist your healthcare organization  
today!

Contact Us!

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