



RCM RESILIENCE

*Payer Contracting & Negotiation:
Unlocking Dormant Revenue*

*Arkansas HFMA
Summer Conference*

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SPEAKER



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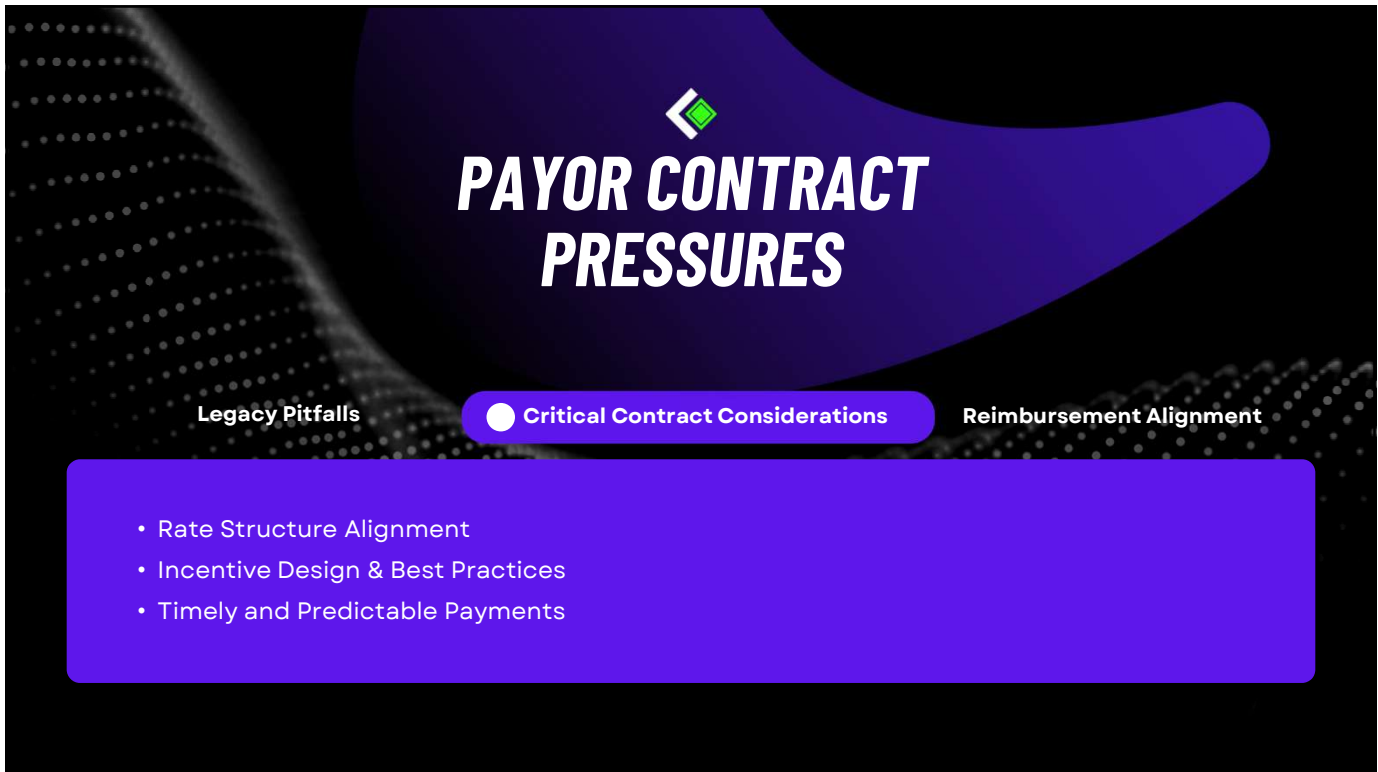


PAYOR CONTRACT PRESSURES

☒ Legacy Pitfalls
 ☐ Critical Contract Considerations
 ☐ Reimbursement Alignment

- Underpriced Contracts
- Hidden Contract Leakage
- Contract Mismanagement
- Legacy fee schedules
- Outdated escalators
- Unfavorable rate language

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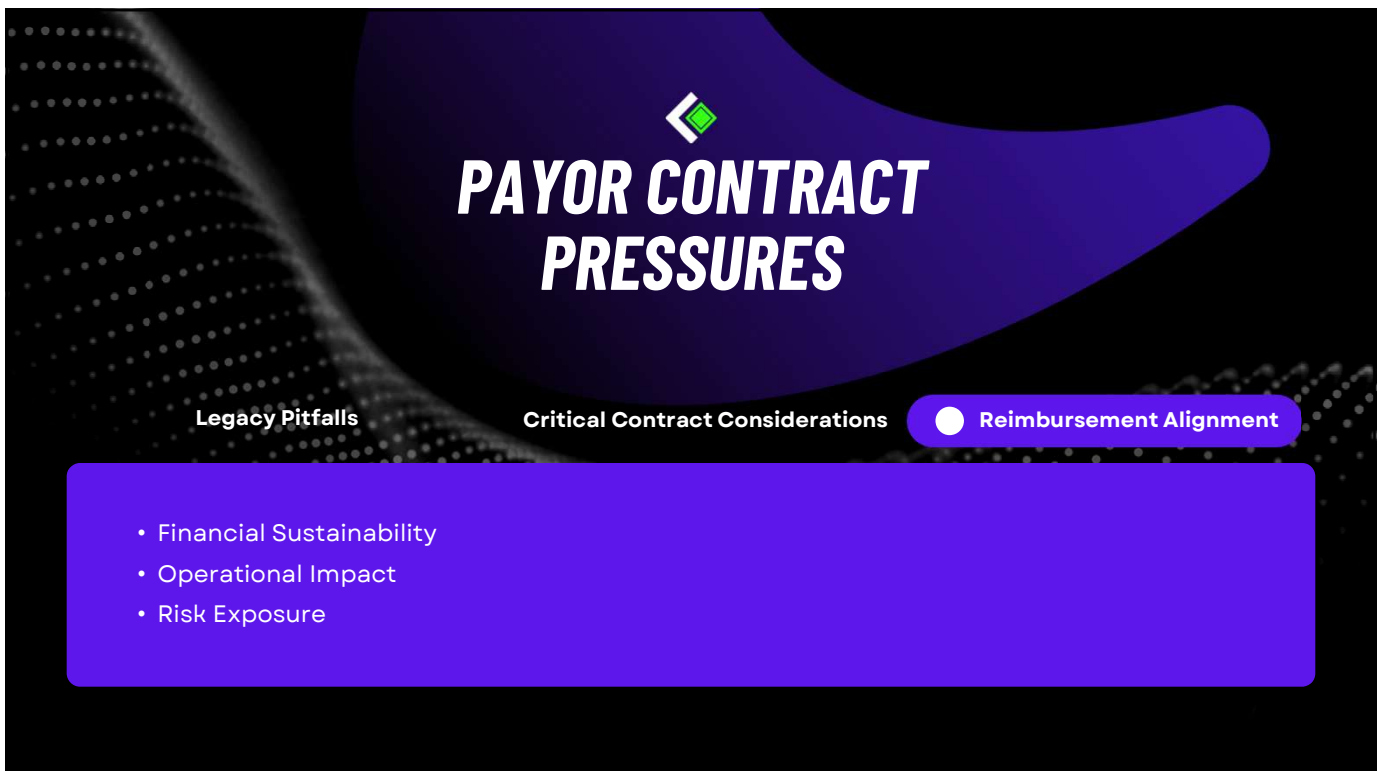
PAYOR CONTRACT PRESSURES

Legacy Pitfalls **Critical Contract Considerations** Reimbursement Alignment

- Rate Structure Alignment
- Incentive Design & Best Practices
- Timely and Predictable Payments

This slide features a dark background with a blue abstract shape on the right and a dotted pattern on the left. The title 'PAYOR CONTRACT PRESSURES' is in large white letters. Below it, three navigation tabs are shown: 'Legacy Pitfalls', 'Critical Contract Considerations' (which is highlighted in blue with a white circle), and 'Reimbursement Alignment'. A large blue rounded rectangle at the bottom contains a bulleted list of three items.

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PAYOR CONTRACT PRESSURES

Legacy Pitfalls Critical Contract Considerations **Reimbursement Alignment**

- Financial Sustainability
- Operational Impact
- Risk Exposure

This slide has the same design as slide 3. The navigation tabs are 'Legacy Pitfalls', 'Critical Contract Considerations', and 'Reimbursement Alignment' (highlighted in blue with a white circle). The blue rounded rectangle at the bottom contains a bulleted list of three items.

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LEVERAGING DATA IN NEGOTIATIONS

Denial
Trends

Case
Mix

Utilization
Data

Market
Benchmarking

Competitive
Positioning

Financial
Impact

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FINDING ALIGNMENT

Service Mix

Case Acuity

CONTRACT STRATEGY

Communication

- Ensuring reimbursement reflects clinical complexity
- Supporting specialty growth lines with optimized payer terms
- Connecting operational expansion to contractual strategy

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CONTRACTING CASE EXAMPLES

PAYER RELATIONS

Leveraged payer relationships, reimbursement analytics, and utilization data to strengthen commercial reimbursement for a rural hospital in the Midwest facing significant Medicare and Medicaid reimbursement pressure.

- Commercial reimbursement: ~10% increase
- Contract protection: 3% annual DRG-based escalator
- Projected impact: \$500K–\$700K incremental gross revenue/quarter

Outcome: Improved commercial reimbursement while creating contractual protection against future rate erosion.

STRATEGIC ADVOCACY

For a Michigan ambulatory surgery center, CompleteCare leveraged payer intelligence, reimbursement analytics, and competitive market data to identify significant under-reimbursement at approximately 100% of Medicare Allowable.

- Negotiated reimbursement: ~140% Medicare Allowable
- Enhanced implant reimbursement: \$10K + 10% of invoice
- Projected contract impact: \$1.25M incremental revenue

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AMPLIFYING YOUR ORGANIZATION

ENHANCING VALUE

Credentialing = Revenue Access

Ensures providers/facilities are enrolled, networked, and correctly linked to payer contracts—creating the foundation for revenue realization.

Reimbursement Strategy = Service-Line Value

Aligns reimbursement with clinical complexity, acuity, utilization, and site of service to establish defensible negotiation targets.

OPTIMIZING UTILITY

Payer Participation = Strategic Leverage

Participation—even at lower reimbursement levels—Medicaid participation expands network access, shows organizational value, generates utilization data, and creates opportunities for broader commercial engagement.

Contracting = Monetizing Organizational Value

Translates network position volume, specialty capabilities, and market demand into sustainable reimbursement and favorable contract terms.

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**THANK YOU
FOR ATTENDING!**

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