

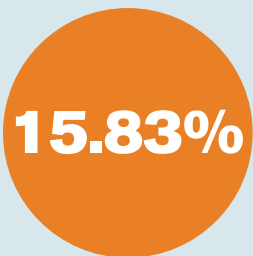
# The RETENTION Struggle with Non-clinical Staff



More than 60% of respondents in an MGMA poll said their organizations had the hardest time recruiting and retaining non-clinical staff: <sup>1</sup>



Business operations support staff turnover



Clinical support staff turnover



Front office support staff turnover

## The Cost of Turnover and Staffing Gaps

When a healthcare professional leaves, a physician’s office must account for:

**\$60,000**

Average cost of turnover across all occupations in the healthcare industry<sup>2</sup>



Staffing costs: overtime payouts



Training costs



Staff workloads



Accident rates



Absenteeism



Medical staff dissatisfaction

## 3 Tips To Improve Medical Billing and Collections During Staffing Gaps

### Outsource old AR that can hinder staff productivity.

If you’re understaffed, your remaining team is most likely focused on the new or highest dollar accounts receivable. Old accounts receivable—90 or more days old? Forget it. Your team barely has time to keep up with last month to current. A billing partner that focuses exclusively on old accounts receivable could be your solution.

### Outsource to consistently pursue payment on denied claims.

Are project plans in place for your previous inventory? Do you know what it’s worth? Find a partner that can convert data from the old system to new. Then find trends and patterns to identify billing issues.



### Outsource to follow up on the \$1M, \$5M or \$50M that could be sitting in your system.

A qualified partner should interface with all major revenue cycle platforms, which allows you to experience a seamless workflow between bills, the clearinghouse and payers. Beyond technology, a partner can focus exclusively on patient calls to collect old accounts receivable.

**First Coast Billing Group** interfaces directly with hospital databases, allowing our team of professionals to submit claims in bulk on behalf of billing companies and medical practices. More than 300 providers trust FCBG with their old accounts receivable.

**First Coast**  
BILLING GROUP  
[FirstCoastBillingGroup.com](http://FirstCoastBillingGroup.com)  
(904) 923-1323

<sup>1</sup> <https://www.mgma.com/resources/resources/human-resources/employee-turnover-how-do-you-compare>  
<sup>2</sup> <https://www.healthcarefinancenews.com/news/cure-healthcares-high-employee-turnover-engagement-expert-says>