



SUCCESS STORY

Cockerell Dermatopathology

ABOUT COCKERELL DERMATOPATHOLOGY

Cockerell Dermatopathology (CDP), located in the heart of the Dallas medical district, was founded by Dr. Clay J. Cockerell, former president of the American Academy of Dermatology and internationally recognized dermatologist and dermatopathologist.

CDP offers diagnostic excellence and unparalleled service in the evaluation of dermatologic disorders ranging from the routine to the most difficult.

OPPORTUNITY

Cockerell Dermatopathology (CDP) is a physician-owned practice with a family-oriented mission focused on diagnostic excellence and continuing education. CDP was managing its revenue cycle management (RCM) and diagnostic coding with a vendor that outsourced much of its work to overseas staff. This caused communication issues and delays due to a significant time difference. The vendor also experienced high turnover with the overseas staff, meaning the CDP billing manager was constantly training new personnel on client-specific rules.

After a significant error on the part of the vendor, the CDP team knew it needed to immediately find an alternative solution. The practice moved to another RCM vendor, which proved to be an interim solution. The team at CDP ultimately evaluated four different billing and RCM systems and chose XiFin® Empower RCM due to the system's ability to track expected reimbursement amounts, compare it with collected amounts, and work any variances in a timely manner without the need for additional CDP staff.

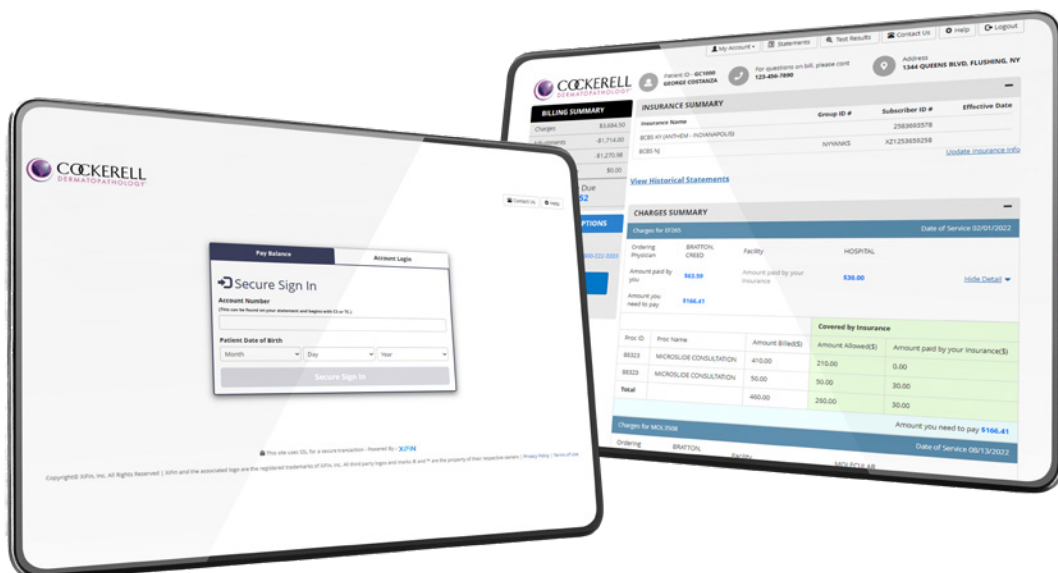
SOLUTION

Cockerell Dermatology selected XiFin Empower RCM in 2013. XiFin Empower RCM is a comprehensive revenue cycle management system, purpose-built for the complex, high-speed, high-volume laboratory environment. It optimizes billing and accounts receivable practices, automates the RCM workflow, facilitates claim filing, and reduces regulatory compliance risk. This results in improved financial performance—both lower costs and higher cash collections. The CDP implementation took approximately 90 days, during which the CDP billing manager took control of managing denials, customer service, logic optimization, etc., from the prior RCM vendor.

Cloud-based XiFin Empower RCM helps organizations succeed by not only maximizing operational efficiencies and reimbursements, but also by delivering detailed, actionable business visibility and insights to support making better business decisions down to the client level. XiFin Empower RCM comes with enterprise-grade business intelligence (BI). Together these RCM and BI capabilities helped put CDP back in control of its data and reporting. The CDP team now has the complete system access that they sought.

XiFin Empower RCM also provides direct connections to clients and patients through engagement portals that make it faster and easier to request any missing or incomplete data required for claim processing.

XiFin Portals Enhance Patient and Client Engagement



RESULTS

While XiFin Empower RCM is easy to use, CDP has an especially proactive billing manager, Tiffany Diamond, who has taken full advantage of the system to drive results previously unattainable for CDP. She quickly began improving CDP's operational and financial results. For example, Tiffany can now create her own custom reports in RCM business intelligence. She builds her own queries to help her team identify new ways to optimize its RCM process, including keying in on items such as the following:

- Denial codes
- Test groupings
- Payor logic
- Client logic
- Eligibility translations

**90%**

of errors and denials are
now handled automatically

In conjunction with the XiFin team, CDP has configured XiFin Empower RCM so that approximately 90% of errors and denials are now handled automatically, which means speedier submittals and remittance. The CDP team is able to fix issues at the root cause to prevent the same issues from reoccurring. Now, the majority of claims come in, go out to payors, get paid, and close—all electronically. Of course, some claims still require manual intervention, but the CDP team knows what to look for and can concentrate on these outliers to get them moving again toward payment. In addition, the CDP team is consistently keeping 98% of its exceptions/errors under 60 days old—further evidence of how well the team is managing its accounts receivable (2024). The CDP team is also able to balance most of its payments daily to be posted the next day.

“With XiFin Empower RCM, we have everything we need to optimize our cash collections. We have complete control over the system and our data. We have gained the visibility to recognize patterns and fix issues once to prevent them from reoccurring in the future. We can now focus on working exceptions only, not every denial. With XiFin we have the capabilities we need to grow our business with confidence in the RCM process.

Tiffany Diamond

Billing Manager, Cockerell Dermatopathology

About XiFin

XiFin is a healthcare information technology company that empowers organizations to navigate an evolving and increasingly complex healthcare landscape. The XiFin Empower AI RCM ecosystem and trusted data employ active intelligence and automation to reduce manual touches, coordinate workflows, accelerate customer innovation, and improve financial outcomes. Our comprehensive set of solutions—spanning revenue cycle management, clinical workflow enablement, laboratory information systems, and patient engagement—deliver The Power to Do Good® so that healthcare organizations can do more good for more patients.

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GENERAL
858.793.5700

SALES
866.934.6364

EMAIL
info@XiFin.com

WEBSITE
www.XiFin.com

