



SUCCESS STORY

Managing Complexity, Delivering Results: Luminis Health Imaging's RCM Transformation

OPPORTUNITY

Luminis Health Imaging operates seven outpatient imaging centers across Maryland and bills globally for imaging services, covering both the technical (TC) and professional (PC) components. Operating in Maryland adds complexity due to the state's All-Payer Model and global budget regulatory environment, which imposes strict rules on rates, billing workflows, and documentation requirements for imaging services.

After years with an incumbent revenue cycle management (RCM) vendor, Luminis began to see declines in key performance indicators, leading to an evaluation of alternative RCM partners. Although Luminis Health Imaging had always been a successful business within the health system, the leadership team recognized the need to change its approach to managing the RCM partnership.

Implementation complexity was an important part of the evaluation. Luminis Health Imaging is the only part of the health system that



ABOUT LUMINIS HEALTH IMAGING

Luminis Health Imaging is part of Luminis Health, a nonprofit health system serving communities across central and eastern Maryland.

Luminis Health Imaging supports the health system's mission to enhance the health of the people and communities it serves by providing accessible, high quality diagnostic imaging services in outpatient settings.

Luminis Health Imaging currently operates seven outpatient imaging centers, offering a comprehensive range of diagnostic services including X-ray, ultrasound, CT, MRI, PET/CT, and specialized women's imaging.

Luminis Health Imaging collaborates closely with referring providers and hospital partners to deliver timely, accurate diagnostic results that support coordinated care across the health system.

outsources billing, requiring extensive integrations, including:

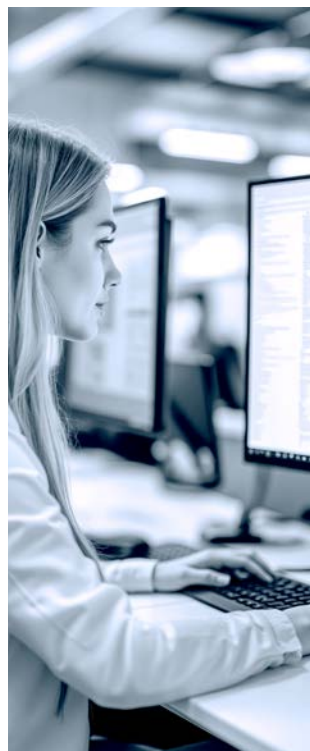
- IT systems
- Epic workflows
- Patient and provider portals
- Credit card processing systems
- The Luminis Health website
- Patient statement systems

In addition, the complexity of radiology CPT® codes,¹ cumbersome prior authorization requirements and the need to rebuild all RCM reporting and dashboards further increased the challenge.

SOLUTION

After evaluating multiple vendors, Luminis Health Imaging selected XiFin as its new RCM partner. XiFin provides the organization both its Empower RCM technology platform and fully outsourced billing services, including credentialing, payor relations, prior authorization management, denials, appeals, and reporting.

XiFin® Empower RCM is specifically designed to meet the needs of complex, high-volume radiology environments.



XiFin Radiology Services Include:

- Billing
- Coding
- Payment Management
- Credentialing
- Payor Relations
- Payor Enrollment
- Electronic Data Interchange (EDI)
- Analytics and Reporting

It optimizes billing and accounts receivable practices, automates billing workflow, facilitates medical claim filing, and reduces regulatory compliance risk. It is also the only RCM solution with full referential integrity; balancing client accounts each month and delivering GAAP- and Sarbanes-Oxley-compliant financial data that meets FASB reporting requirements.

“The reporting from XiFin is much more robust. It helps our site managers see their financial performance and understand how operational changes affect outcomes.”

— Meghan Dovi,
Senior Business Manager,
Luminis Health Imaging



¹ CPT® is a registered trademark of the American Medical Association.

The implementation required close coordination across teams, particularly around patient statementing. Statement balances generated by the prior vendor were deliberately held until they could be validated in Empower RCM. Once the reconciliation was complete, new statements were generated and sent to patients. XiFin worked through these integration complexities while rapidly rebuilding reports and metrics dashboards.

XiFin's analytics and reporting capabilities gave the Luminis team unprecedented visibility into performance and trends. According to Karen Scott, Vice President of Imaging, "I realized how little data and analytics we were getting before. Having access to more robust reporting has helped us ask the right questions and address issues sooner."

Meghan Dovi, Senior Business Manager with Luminis Health Imaging, noted, "XiFin helped us understand the story behind the data, which directly supports budgeting and long-term strategy."

XiFin also helped Luminis update its fee schedule and implement a new self-pay policy, supported by data from its payor mix and historical performance.

IMPACT

Since partnering with XiFin, Luminis Health Imaging has seen material, sustained improvements in its RCM performance.

- 9% reduction in AR over 120 days compared to the prior vendor
- Significant decrease in prior authorization and medical necessity denials
- Faster prior authorization turnaround
- Cleaner first-pass claims
- Increased cash collections
- Accelerated speed-to-cash
- Reduced reserves in older AR buckets, improving operating margin
- Monthly audits show coding accuracy consistently between 95% and 100%

With improved analytics, proactive issue resolution, and a true partnership model, Luminis Health Imaging now operates with greater financial confidence while continuing to support its nonprofit mission of patient-centered care.



“We have always been a very successful business. What changed was how we managed the RCM partnership—and that’s where we’ve seen real gains.”

— Karen Scott,
Vice President of Imaging,
Luminis Health Imaging



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.

Visit www.XiFin.com, follow XiFin on [LinkedIn](#), or subscribe to the [XiFin blog](#) to learn more.



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