



**XiFin** | THE POWER  
TO DO GOOD®

## SUCCESS STORY

# Innovative Diabetes Management Provider Perry Health Selects XiFin® Empower RCM to Support Ambitious Growth Strategy

### ABOUT PERRY HEALTH

Perry Health is an innovative, direct-to-consumer healthcare company. Founded on the principles of inclusivity and equal access to healthcare, Perry Health believes that patients, irrespective of their location or socioeconomic status, deserve timely, tailored care.

The company's comprehensive diabetes management program combines a connected blood glucose meter, unlimited supplies, and personalized one-on-one coaching designed to empower its members to manage and control their diabetes effectively.

### OPPORTUNITY

Perry Health is a leading direct-to-consumer healthcare company focused on filling a significant gap in the healthcare system by offering structured, continuous diabetes management care to patients between their primary care physician appointments. Its proactive approach helps ensure individuals have the necessary support and guidance in managing their diabetes daily, leading to improved health outcomes and enhanced quality of life.

By leveraging the expertise of a dedicated team of doctors, nurses, and dietitians, Perry Health's program offers individualized guidance and support, empowering patients to make informed choices about their diabetes management in partnership with their clinical team. The company not only focuses on clinical aspects but also emphasizes lifestyle modifications, including nutrition and exercise, to foster long-term member health and well-being.

Perry Health is driven by an ambitious growth strategy. The Perry leadership team, including the director of revenue cycle management, Phat Nguyen, had concerns that the revenue cycle management (RCM) system would not be able to keep up with the scale of planned growth. The system did not provide adequate automation and relied too much on human intervention to process claims.

The Perry Health team began an in-depth evaluation of alternative RCM systems to better support patient access and the company's aggressive growth strategy. Potential providers were evaluated on a number of capabilities, most notably:

- Scope of automation, particularly related to automating denial code processing
- Reliance on human intervention in core billing and RCM processes, including denial management and appeals
- Data access and reporting
- A roadmap for leveraging artificial intelligence in workflow

“As Perry Health continues to grow and scale, we needed a revenue cycle management system that would better support us. We were looking for a solution that would help us maximize automation and reduce the cost and time spent working denials and appeals. XiFin Empower RCM provides the RCM capabilities and business intelligence we need to keep up with our growth while keeping our team lean and agile.

**Phat Nguyen**  
Director, Revenue Cycle Management  
Perry Health

## **SOLUTION**

After a comprehensive evaluation, the Perry Health team chose XiFin Empower RCM for its revenue cycle management solution. XiFin Empower RCM optimizes billing and accounts receivable processes, as well as financial reporting and management. It also automates workflow, facilitates claim and appeal filing, and reduces regulatory compliance risk.

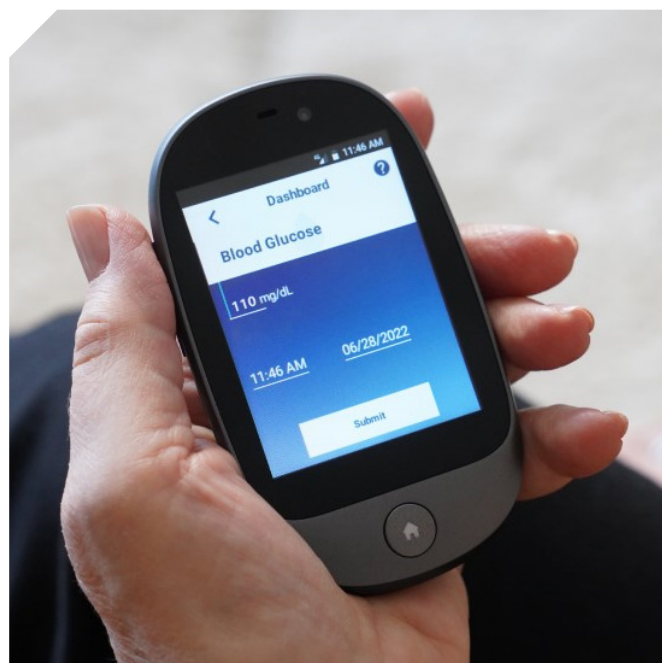
XiFin Empower RCM delivers full visibility to understand the financial status of every claim at every stage, from order submission to payment. XiFin clients gain access to the information and tools needed to ensure maximum reimbursement and strategically manage their business, including:

- **Front-end workflow automation** – XiFin Empower RCM offers highly configurable workflows, real-time connectivity, and error correction to minimize denials and automate claim submissions up front in the shortest time possible. Front-end workflow automation and error correction mean far fewer clerical errors, significantly reduced denials, lower labor costs, greater efficiency, and faster reimbursements.
- **Back-end denials and appeals automation** – With XiFin Empower RCM, many back-end denials and the associated appeal management workflow can be automated through highly configurable workflows. Back-end denials and appeals workflow automation ensure faster denials management, greater appeals success, lower labor costs, and improved cash collections.
- **Electronic data exchange and file maintenance** – Many billing operations struggle with the maintenance of data, connectivity, functionality, compliance rules, transaction services, reporting, and infrastructure services. The XiFin team maintains the technology infrastructure and data logic and performs all submissions, processing, and other data exchanges, keeping the RCM process current, reliable, and timely.
- **Business intelligence (BI) and reporting** – XiFin Empower RCM includes enterprise-grade business intelligence and reporting capabilities to help Perry Health get the most from its data with no performance impact on the RCM solution production. The Perry Health team notably leverages XiFin's ad-hoc reporting capabilities to provide complete visibility of claims status, errors, appeals, and cash collections.

## RESULTS

The Perry Health team is measuring the success of XiFin Empower RCM across a variety of dimensions. XiFin Empower RCM is designed to accelerate billing, clean claims submission, error processing, and appeals management. It is also designed to improve cash collections while helping organizations mitigate compliance risk.

Ultimately, the Perry Health team is focused on maximizing timely reimbursement with the fewest manual interventions. To monitor performance against this goal, the team tracks several important metrics including:



- Shortening the revenue cycle and accounts receivable (AR) days
- Automating denials management
- Timeliness of appeals submission, cost of appeals, and appeals success rates
- Human labor/time required to achieve reimbursement
- Collection rate

The Perry Health team reports that the XiFin relationship offers the level of expertise, technology, and collaboration needed to help relieve the financial burden on diabetes patients and improve their well-being with access to quality medical care. The team sees XiFin as the right partner to scale RCM operations for its ambitious growth plans.

“Our mission has always been to provide accessible care to all individuals, regardless of their background or location. The patient experience is extremely important to us. We have already grown to serve 20 states and plan to continue to grow to serve the entire country.

XiFin has provided us with the tools and technology to support this expansion, so we can continue to address the unique healthcare needs of underserved populations and make a positive impact on our members' lives.

**Pan Chaudhury**  
Co-Founder and CEO  
Perry Health

For more information, visit [www.XiFin.com](http://www.XiFin.com)



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