

TURN ADVERSITY INTO ADVANTAGE

The healthcare industry continues to deal with disruption, and the recent cyberattacks on Change Healthcare has impacted the patient experience and financial operations. Attacks will continue for vulnerable organizations especially when you don't know the vulnerabilities that exist.

So how can you turn adversity into advantage? Pivot Point is here to help you work through this challenging time and re-imagine your revenue cycle management (RCM) operating model, as well as your cyber risk and security frameworks for resiliency.

We assess immediate impact and collaborate on stop-gap measures - and in parallel, we address the long-term impacts to your organization. Our experienced resources can help you leverage support mechanisms to minimize financial implications, diversify risk from concentration with third-parties, triage resourcing needs and thrive in the current environment to protect organizational value.



CYBER BREACHES | MERGERS & ACQUISITIONS | VALUE-BASED CARE | MARGIN PRESSURES | CONSUMERISM | HIGH-DEDUCTIBLE PLANS

BEFORE CHANGE HEALTHCARE CYBER ATTACK

28%

DECREASE IN CASH RESERVES¹

12%

INCREASE IN DENIAL RATES (2023)

36%

INCREASE IN 90 DAY+ AR % OF PAYER CLAIM VALUE FOR COMMERCIAL & MEDICARE

134M

PEOPLE IMPACTED BY 141% INCREASE IN LARGE BREACHES FROM 2022-2023

AFTER CHANGE HEALTHCARE CYBER ATTACK

\$1M

PER DAY+ REVENUE IMPACT

\$14B

MEDICAL CLAIMS BACKLOG²

\$30K

ANNUAL COST OF EVERY 100 CLAIMS DENIED EACH MONTH

80%

HOSPITALS IMPACTED WITH 74% SEEING IMPACT TO DIRECT PATIENT CARE

¹ From Jan 2022-June 2023; cash on hand dropped from 173 to 124 days (Source: [AJMC](#)) ² As of 3/24/24 (Source: [FIERCE Healthcare](#))

We are here to help you navigate through this difficult time and turn this into an opportunity to rethink your RCM operating model.

- Our **experienced resources** deeply understand impacts to your operations and disruption to quality and timely care.
- We have been following the **relief efforts offered** by the government and payors for financial support and mechanisms to secure.
- This attack and continued change within healthcare has brought forward the need to **re-imagine RCM as a strategic function** including protection of patient information.
- This attack has also highlighted the industries reliance on vendors and how an effective third-party risk management program can help reduce your risk posture.

Our Advisory and EHR practices can work side-by-side with you to:

- Immediately, **provide certified RCM resources** and EHR with the technical and transformation experience to develop workarounds and reduce claims back-log.
- Provide tactical support for **communications with Payers** to leverage workarounds implemented.
- Support with documentation requirements to **secure advance funding** offered from both government and Change Healthcare.
- Work with you to analyze current third-party risks (TPRM) and strategize on potential for moving portfolio of work to alternate third-party vendors to help with claims cycle and **minimize future risk**.
- Review current **cyber risk and security** frameworks and implement stop-gap measures.
- Support business continuity plan development or implementation to facilitate continuity of critical services to minimize financial, reputation, and regulatory impacts.
- We believe this is a time for us to be front and center to support the industry and work through these unprecedented times. Our focus is help with addressing immediate needs and **protect and preserve organizational value**.