

# Springer Medical Associates Case Study

**Industry:**

Healthcare

**Solution Deployed:**

Revenue Cycle Management

**Process Automation:**

Expedited Billing and  
Payment Collections

27%

Total reduction in  
Accounts Receivable

34%

Reduction of days in  
Accounts Receivable

10.4%

Increase in patient  
payment collections

## Client Profile

Springer Medical Associates is a rural health clinic located in Lexington, Tennessee. As a primary care practice, Springer Medical handles a variety of services including women's health, well-child, and walk-in exams. Springer Medical strives to provide the fastest, friendliest, and most experienced care in West Tennessee.

## Challenges

- Struggled to keep a full-time collections specialist and collecting patient payments
- Training staff to use the program for new hires
- Assurance with off-site handling of billing and collections

## Benefits

After Benchmark Systems RCM solution was implemented, Springer Medical experienced a 34% reduction of days in A/R and over 100% increase in patient payment collections.

Their medical staff was then immediately able to shift their focus to solely taking care of patients.

Best of all, Springer Medical never has to worry that their accounts are not being handled and is provided peace of mind that their cash flow is in the capable hands of Benchmark Systems.

“ I am so grateful for Benchmark Systems and their RCM Team. If they had not taken over my billing and collections when they did, I would have had to close my practice.

Alecia Springer  
*Springer Medical*

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