REVECORE & RIVERSIDE HEALTH SYSTEM

How Riverside Health System Found the Right Specialist for Complex Claims

The Situation

Riverside Health System had built a strong revenue cycle operation. But motor vehicle accident and auto liability claims presented a different challenge.

These claims come with their own complexities — specialized documentation, persistent follow-up and expertise that doesn't always make sense to build internally.

"Prior to partnering with Revecore, our core revenue cycle operations were performing well, but these specialized claims often require a unique skill set, which is usually why hospital systems partner with somebody like Revecore," says Christopher Abbondanzo, who oversees Riverside's business office.

And the opportunity was significant. After partnering with Revecore, Riverside increased its annual cash collections from complex claims by millions of dollars.

Riverside had previously entrusted the work to another vendor, but the results weren't meeting expectations. Rather than accept inconsistent performance in such an important area, the health system decided it was time to find a partner with deeper specialization.

> **"We decided to go with Revecore because of their expertise in the area."**
>
> Christopher Abbondanzo, Business Office, Riverside Health System

Finding the Right Specialist

Riverside knew what it was looking for — and what it wasn't.

"I wasn't looking for a vendor who was a jack of all trades and did a little bit of everything," Abbondanzo says, "because a lot of times the jack of all trades is a master of none."

The team approached the search with the same rigor it brings to its own revenue cycle. Riverside narrowed the field, spoke directly with other health systems about their experiences and looked beyond the sales pitch to understand how each potential partner actually performed.

That diligence reflects how Abbondanzo thinks about vendors at every stage — whether he's evaluating a potential partner or assessing an existing one. He uses a simple stoplight as his shorthand: green means the signs point toward a strong partnership; yellow means there are questions or areas that warrant a closer look; and red signals meaningful concerns.

For Riverside, the evaluation pointed back to one priority again and again: specialization. The health system wanted a partner with deep experience in the claims it needed help managing.

"We decided to go with Revecore because of their expertise in the area," Abbondanzo says. It was the deciding factor in Riverside's search — and the beginning of a partnership that would ultimately earn its own place in Abbondanzo's "green" category.

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Finding Their Groove

Choosing Revecore was one thing. Getting started was another. Even after Riverside had done its research and felt confident in the decision, changing partners naturally came with some uncertainty.

That uncertainty faded quickly once the work began.

“The onboarding was pretty quick. It was pretty seamless,” Abbondanzo says.

As the teams began working together, the transition also created an opportunity to take a fresh look at Riverside’s existing approach. One opportunity quickly stood out: Riverside had historically applied similar effort across secondary and auto claims regardless of their value.

Over time, lower-value accounts could consume attention without delivering a comparable return.

“We had been going after those, and it was just clogging up the AR,” Abbondanzo says.

Working with Revecore, Riverside adjusted its approach so resources could be focused where they were most likely to have an impact. Rather than treating every account equally, the team could prioritize the claims with the strongest reimbursement opportunity and keep lower-value work from distracting from higher-value recoveries.

For Riverside, it was more than a vendor transition. The process helped the team become more intentional about where it focused its own time and resources — and, as Abbondanzo describes it, settle into a new rhythm.

> **“It's a complete 180 from where we were. Revecore is exceeding expectations.”**
>
> Christopher Abbondanzo, Business Office, Riverside Health System

The Outcome

For Abbondanzo, the difference has been unmistakable.

The change is reflected not only in performance, but in how much attention these claims require from Riverside today.

Perhaps one of the strongest signs of the partnership’s success is how little day-to-day management it requires from Riverside. As Abbondanzo puts it, when a partner is performing well, there simply isn’t a need for constant check-ins or course correction.

That gives Riverside’s team more space to stay focused on its broader revenue cycle priorities, with confidence that this highly specialized area is in experienced hands.

And by Abbondanzo’s stoplight test, the relationship is firmly where he wants it to be.

“I would give Revecore a green for sure,” he says.

But performance is only part of what has made the partnership work. Asked to describe the relationship in three words, Abbondanzo’s answer was immediate:

“Celia is amazing.”

He’s referring to Celia Allen, Riverside’s Client Success Director at Revecore and the person helping keep the partnership running smoothly behind the scenes. It’s a simple answer that speaks to something numbers alone can’t capture: the value of having not only specialized expertise, but people you trust on the other side of the relationship.

For Riverside, what began as a search for stronger performance has become something broader — confidence in both the expertise behind the work and the team delivering it.