

# Success Story:

## How PRN Transformed Its Revenue Cycle

Pathology Resource Network (PRN), the entity that performs billing for The Delta Pathology Group (DPG), is headquartered in Shreveport, Louisiana. DPG primarily receives specimens from Louisiana, Arkansas, Oklahoma, Texas, and New Mexico, supporting multiple laboratory service lines under six tax identification numbers. Prior to partnering with TELCOR, PRN processed more than 5,000 requisitions per day, but profitability and scalability were under increasing pressure.

### Unsustainable Operations

Before implementing TELCOR RCM, PRN managed its revenue cycle across six separate entities, including 27 hospitals, using a practice management system (PMS) with minimal integration. Billing data was disparate, with many duplicates forcing staff to rely on manual workarounds, duplicate data scrubbing processes, and fragmented reporting.

The operational reality was unsustainable:

- Billing staff of 53 were required to manage daily volume.
- More than 90 inbound and outbound interfaces were being maintained.
- Patient records were duplicated across entities.
- Reporting was slow, incomplete, and often outdated.
- IT resources were heavily consumed by billing system support.
- Growth required adding staff, not improving efficiency.

Billing staff were siloed by system rather than function, which increased risk during turnover and absences. Billing leadership spent most of their time managing day-to-day operations instead of improving performance. Despite strong top-line volume, operating expenses continued to rise while reimbursement pressure increased.

PRN's executive team recognized that adding staff was not a scalable strategy. They needed a single, patient-centric revenue cycle platform capable of supporting multi-entity complexity without increasing overhead.

### Evaluating Vendors

PRN evaluated two revenue cycle vendors and selected TELCOR based on four core factors:

1. Willingness to deeply understand PRN's existing workflows.
2. Proven experience reengineering complex laboratory billing operations.
3. Strong implementation and change management discipline.
4. A single, multi-entity solution with real-time reporting and control.

TELCOR's approach went beyond software replacement. The engagement focused on restructuring workflows, redefining roles, and establishing measurable performance benchmarks.

### Implementation and Operational Reengineering

TELCOR worked with PRN to fundamentally redesign how work flowed through the revenue cycle. The transformation focused on three priorities:

1. Empowering billing staff with defined roles and ownership.



2. Shifting to a patient-centric, multi-entity model.

3. Automating nearly all manual processes.

Billing roles were redefined and staff were organized around functional expertise instead of system access. This reduced errors, improved accountability, and significantly lowered turnover. Billing managers were no longer “super users” responsible for system maintenance. They became true operational leaders.

TELCOR standardized inbound hospital interfaces and created a master patient record shared across all entities. Demographic updates, insurance changes, and payment activity were entered once and propagated everywhere. Patient statements moved from weekly to daily, eliminating billing delays that previously stretched collections cycles by weeks.

### Measureable Results with TELCOR

	Before TELCOR	One Year After Go-Live	Five Years After Go-Live	10+ Years After Go-Live
NCR		7% increase	30% increase	16.7% decrease
Req/Day		6% increase	34% increase	42% decrease
Billing Staff	53	18.9% decrease	24.5% decrease	43.4% decrease
Revenue/FTE		32.7% increase	72.6% increase	85.8% increase
Notes	Used PMS	Significantly reduced IT burden.	Eliminated third-party middleware and support staff.	Maintained higher NCR and stronger margins than before implementation.

### Why the Transformation Worked

The improvement in collections and productivity was driven by operational discipline, not just technology:

- Billing managers managed people, not systems.
- Reporting was instant instead of delayed by up to 90 minutes.
- Staff specialized in one or two functions instead of many.
- Turnover dropped from roughly 40% to less than 20%.
- Payment posting staff reduced from six FTEs to two.
- Claims moved faster due to cleaner, automated integrations.

Reduced IT dependency allowed PRN to outsource IT services externally, creating an entirely new revenue stream.

### The Bottom Line

PRN’s experience demonstrates what happens when revenue cycle complexity is addressed at the system and workflow level. TELCOR enabled PRN to grow, consolidate, and adapt without adding cost as a percentage of revenue.

The result was higher collections, fewer staff, stronger margins, and long-term scalability in an increasingly constrained reimbursement environment.

For laboratories facing multi-entity complexity, staffing pressure, or stalled profitability, PRN’s transformation shows what is operationally possible with TELCOR.

