

Case Study – Hospital Practice, Full Service Billing

Hospital's collections increases substantially as the outstanding AR decreases

Specialty	Internal Medicine
Service offering	Full Service Billing
Practice management software	Misys Tiger

Client's Profile:

This is a Hospital based group practice with more than 20 physicians. We took over this account with huge outstanding AR days of 72 days. Initially we were assigned with all process except coding.

Business situation & challenges

- High outstanding AR with 90+ being 43%
- Inconsistent flow of charges
- Claims were not processed as per the contract for case rate carriers.
- Non-payment / Low payment of several claims due to system glitch at carrier end.
- Enrollment Issues
- Claims being denied for lack / no authorization
- No follow-up / Lack of follow-up on several claims
- Delay in claim processing due to coding issues

ecare's Approach

- Handling of appropriate credentialing applications for Non-par Physicians
- Identified the key factors of Non-payment / Under payment to physicians
- Streamlining of process in all areas
- Implementation of proper reporting system
- Fixing of Targets
- Effective communication via emails and Telephonic conversation
- Escalating issues appropriately and accurately with our suggestions for permanent solution

Benefits to the Client with ecare's medical billing solutions

- Enrolling of Non-par Physicians within a short span of time with Government and Non-Government carriers.
- Fixed all the intricate issues which was hindering the Physician's revenue.
- Defined clear billing rules with the client
- Reduced the 90+AR to less than 10%
- Obtained access to all major hospital systems thereby resolving issues of lack of Authorization / Medical records, etc. at our end itself rather than have the client spend time on it.
- Our efficient follow up and Appeals to the insurance carriers, boosted the collection rate thereby reducing the AR days to 32.
- Our well-organized performance encouraged the client to assign the coding part also to us.