

# Solution on Anesthesia Coding Challenges with Increased Collection & Revenue Flow!



## CASE STUDY – ANESTHESIA CODING CHALLENGES



### ABOUT THE CLIENT

Case Study done on one of our huge Anesthesia and Pain Management Practices based in US with multiple locations across the U.S.

<b>Specialty</b>	Anesthesia And Pain Management
<b>Software (PMS)</b>	PhyGeneSys
<b>Service Offered</b>	Coding

Ecare initially pitched-in to clear the back log volume for this client, however with our coding efficiency and expertise we started handling the complete coding services from then on.



### CHALLENGES

- Client Software Slowness
- Production Dip
- Revenue Loss



## ISSUES IDENTIFIED

- Ecare did a complete Analysis to Identify Root Cause of problems faced by the client and found that the client's proprietary software had latency issue affecting the daily productivity by causing delays in downloading the required coding reports and documents.
- Our team was able to also identify that the cause for production dip is because the Provider signatures was not clear, hence high number of charts were kept under pending again affecting the revenue flow.



SOLUTIONS

## SOLUTIONS BASED ON ECARE'S STRATEGY

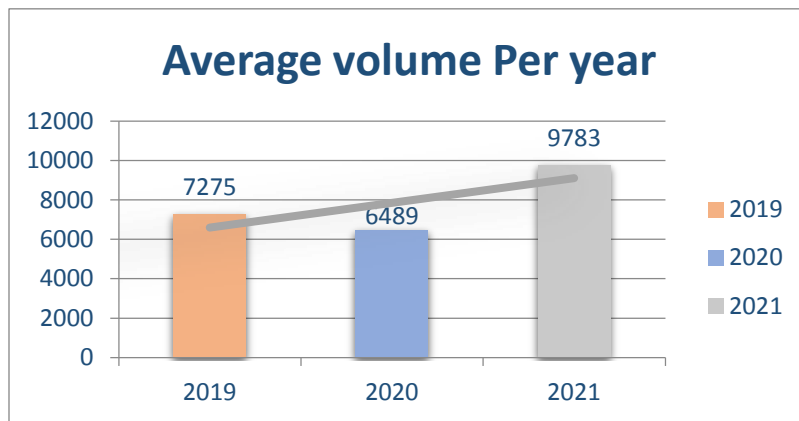
- On the "Software latency Issue", Ecare did an extensive analyzes and came up with a solution by identifying the right channel to establish a faster connectivity of the software which **helped the team to increase productivity**
- Ecare also assigned one of its Senior Anesthesia Coding Expert on this Client which **doubly increased the coding quality and productivity, thereby increasing the cash flow**
- On the "Provider Signature issue", Ecare internally initiated a reference document including all the provider signatures specimen, this in turn reduced the number of clarifications raised on a daily basis and further **increased the revenue flow.**
- Furthermore Ecare went ahead by creating a database sheet with all the commonly used services created, for coder's quick reference, and this **resulted in maintaining a quality delivery.**



## OUTCOME

Ecare shared its findings with the client and educated them on fixing issues on Provider signature and also on fixing the software latency issue by establishing faster connectivity, which resulted in increased volume and collections!

### Volume increase:



Note: (2020 drop is due to COVID-19, facility was closed for almost 2 months)



## ACHIEVEMENTS

(Also try changing the image as it looks the same as what the competitor used, maybe you can use a winning cup or any other but not a medal)

- Client started adding more sub data sets as a result of our excellence in the service.
- The Quality of service provided by Ecare coding team opened up the additional opportunity of payment posting to Ecare's billing team.

## Want to know what our Client Said?

***Our Client is happy and satisfied with the results provided on the challenges and is appreciative of our Coding team for all their efforts and said:***

***"You have been doing a Marvelous Job!"***

Appreciations and testimonies from this client at various other instances:

- ✓ ***"Your knowledge, and quality of work, are a great asset to our office here, thank you for all your team does!"***
- ✓ ***"Though the volume was inconsistent with drop and increase, your team has been able to keep up at the same levels which is a blessing!!!"***

## About Ecare

Ecare is one of the top Revenue Cycle Management Company in India providing Multi-specialty Medical Billing Services to more than 100+ Clients across the U.S. Anesthesia Coding is one of our strength and we have huge clientele who can also provide reference. To know more about Ecare and our Anesthesia Expertise log on to [Best Anesthesia Billing Company & Practice Management \(ecareindia.com\)](http://www.ecareindia.com)

**To fix Anesthesia Challenges and Increase Revenue Flow**

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