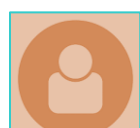


Medical Billing Company Reduces Anesthesia Denial Ratio with Ecare Support – Know How?



CASE STUDY – Reduce Anesthesia Claim Denials



ABOUT THE CLIENT

Medical Billing Company based in Florida had high denial ratio due to various reasons and needed complete Medical Billing and Revenue Cycle Management Support.

Specialty	ANESTHESIA
Service Offered	COMPLETE RCM SERVICE
Practice Management Software	CERNER



CHALLENGES

- High Claim Denials
- Missed Timely Filing Limit
- Lack of AR F/up & Appeals



ISSUES IDENTIFIED

This client suffered with high claim denials and were unable to identify the root cause. Ecare did a complete analysis and identified:

- Claims were not submitted within Timely Filing Limit (TFL)
- Provider’s Credentialing were not current and updated leading to claim denials and missed reimbursement
- Denied claims were not processed timely as they did not have a proper Denial Management system in place



SOLUTION FROM ECARE’S EXPERTS

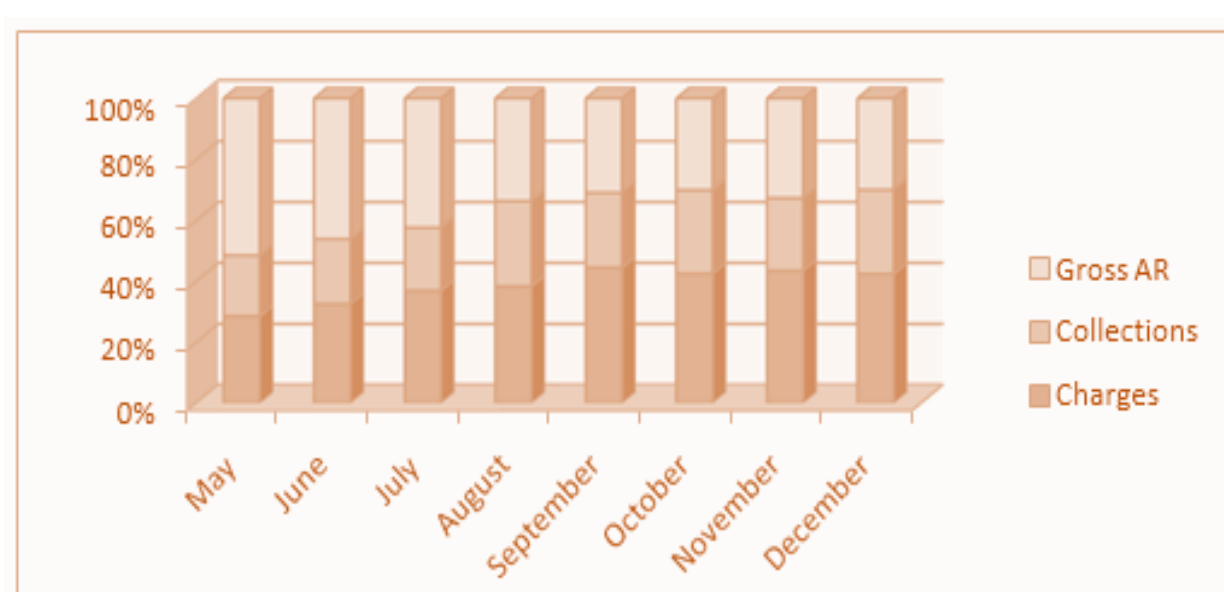
- Ecare took up AR analysis and started working on the identified issues prioritizing the denials and addressed the issues within the first two months of handling the account. Which resulted in increased collections gradually and substantially.
- Our Team focused on the Medicaid HMOs for which the timely filing limit is very low. The priority was given to these claims to avoid denials due to the TFL issues.
- We identified that huge denials were due to credentialing issues. Most claims were rejected by insurance carriers stating that the providers are not enrolled. However, with our analysis our team found that the claims had incorrect provider number. Our team obtained the provider enrolment status from the insurances and updated the claims and did a mass re-filing of claims. For the providers not enrolled - request was sent to the Client to get the providers enrolled for the respective insurances.
- Our team prepared a streamlined process protocols to avoid any deviation and to simplify the process so that even an Analyst who is new to the team could start working from Day 1 with the use of this protocol



OUTCOME

Our team was able to bring down the denial percentage and show track records for increased revenue. Below table shows improvement made by reducing the AR Days with consistent AR Follow up which resulted in increased “Collections”

Month	AR Days	Charges	Collections	Gross AR	Collect Rate
May	101	\$ 1,156,279.83	\$ 811,623.23	\$2,088,619.61	41.24%
June	100	\$ 1,308,416.08	\$ 856,401.80	\$1,858,375.79	56.29%
July	108	\$ 1,283,724.05	\$ 725,472.73	\$1,476,060.59	36.11%
August	105	\$ 1,211,337.10	\$ 886,916.20	\$1,063,544.31	42.27%
September	106	\$ 1,380,739.18	\$ 765,269.78	\$ 960,723.12	35.66%
October	99	\$ 1,523,769.19	\$ 980,383.15	\$1,080,241.45	39.15%
November	89	\$ 1,439,335.81	\$ 787,095.00	\$1,084,000.72	35.35%
December	85	\$ 1,772,030.28	\$ 1,155,121.64	\$1,251,700.24	43.95%
AVERAGE		\$ 15,859,277.60	\$ 7,788,230.03		41.25%



ABOUT ECARE

Ecare – A premier Medical Billing and Coding company in India with more than 100+ Clients across the U.S. Ecare provides E2E Medical billing and coding services. Anesthesia is one of major of our strength and we have huge clientele who can provide reference. To know more about Ecare and our Anesthesia Billing expertise log on to [Best Anesthesia Billing Company & Practice Management \(ecareindia.com\)](http://BestAnesthesiaBillingCompany&PracticeManagement(ecareindia.com))

To know more about Ecare Call: 1-813-666-0028 | Website: www.ecareindia.com