

CASE STUDY – ANESTHESIA BILLING

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|-------------------------------------|-----------------------------|
| Specialty | Anesthesia |
| Service Offering | Full Service Billing |
| Practice Management Software | Cerner - MSI |

Client : **Billing Company based in Florida**

Accounts handed over to ecare : **February 2009**

Business Challenges:

Setup:

- High denial rate due to credentialing issues
- TFL issues
- Lack of AR follow up & appeals

ecare approach to the issues

- We took up AR analysis and started working on the identified issues. We prioritized the work based on the denials and addressed the issues within the first two months of handling the account. Due to this, the collections started increasing gradually and substantially.
- We 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 found that there were huge denials due to credentialing issues. For the claims that were rejected by insurance carriers stating that the providers are not enrolled, we found that the denials were due to incorrect provider numbers and we obtained the provider enrolment status from the insurances and updated the correct provider numbers for the respective doctors and did a mass re-filing of claims. For the providers who are not enrolled - request has been given to the Client to get the providers enrolled for the respective insurances.
- To handle the issues effectively, we have started maintaining a log to list down all the issues across all databases and a monthly review of these issues is being done and is intimated to the client
- We have prepared some protocols based on the clients' request to stream line the process and to avoid any deviation in the process. It has simplified 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

Table 1.0 shows the improvement made to the account

| 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% |

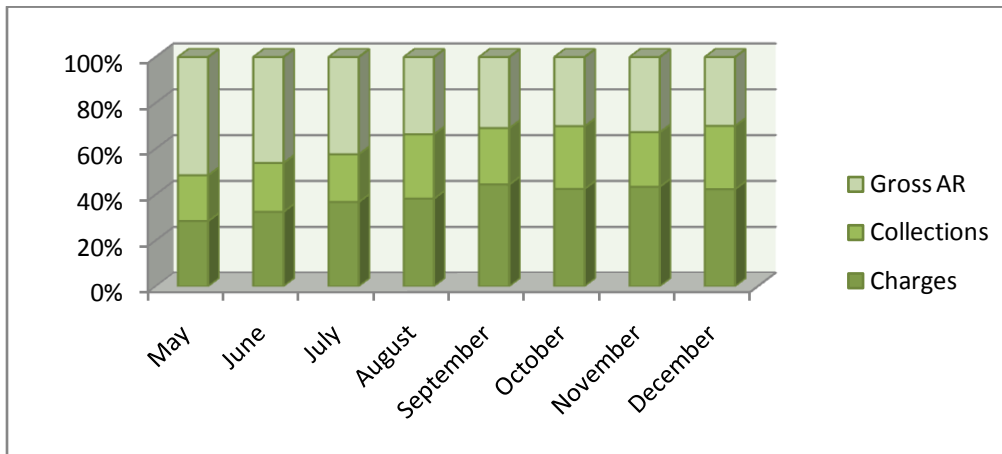


Chart: 1.0

Benefit to the clients:

- Reduced AR days
- Consistent follow-up on AR and increased collections