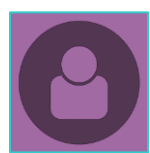


Substantial Growth in Obstetrics & Gynecology Billing Collection; after Outsourcing to e-care!



CASE STUDY – Genera Billing and Obstetrics and Gynecology



ABOUT THE CLIENT

General Practice based out of Illinois who required immediate support to control its Accounts Receivables with maximum collections. Apart from the aging AR and financial downside the practice also faced various challenge in Medical Billing affecting their bottom line and struggled to sustain the business.

Specialty	OBSTETRICS & GYNECOLOGY
Service Offered	END TO END BILLING SERVICES
Practice Management Software	MYSIS



CHALLENGES

This client approached e-care, as they needed support for completed medical billing services and streamline various process and curb the challenge they had:

- High Claim Denials
- Missed Timely Filing Limit
- Lack of AR F/up & Appeals
- Increased Old AR and aging AR
- Patient Satisfaction was not prioritized affecting business



ISSUES IDENTIFIED AND E-CARE RESOLUTION

When e-care took over to work for this client they had a huge volume of aging AR. Our team identified that most of claims had already missed their TFL (Timely Filing Limit) and were un-recoverable and it was waste of time and effort to be spent on such claims. Listed below few issues our team identified and resolved with our experience and expertise:

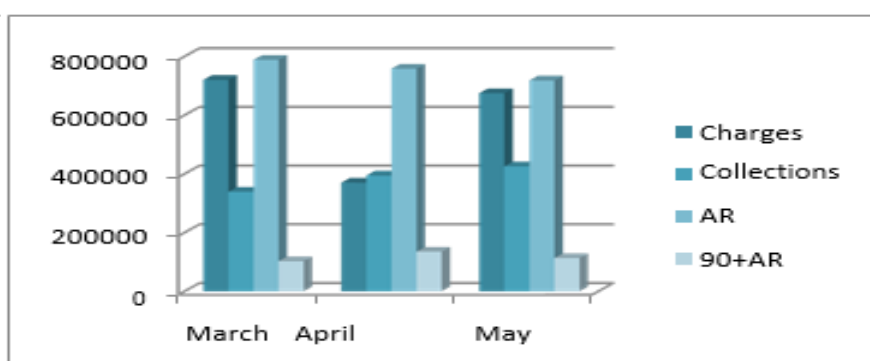
- We handled the Old AR conversion to software, which earlier had many issues in coding. The average charges per month which we enter for this client is 700K which consists of 2600 encounters. The AR percentage will be less than 10% at any point of time excluding the Patient AR which was unpredictable.
- There were frequently more offsets and refunds with the insurance companies for various issues and for billing incorrect procedure codes in particular. These issues were analyzed in depth and a strategy was developed, implemented and monitored regularly to check whether the same is reducing the Patient AR. One of the important factors that favored reduction of the patient AR to a greater extent was the introduction of credit cards usage.
- When patients left the practice due to unforeseen circumstances, the insurance companies denied the claims as duplicates. We had to fight with the insurance companies to make them understand the situation and avoid taxation for the providers. Thereby we received payments for the patients who left the practice
- When the claims were converted from different software to the software setup at e-care, we found that many claims had already crossed the filing limit. We identified such claims and explained to our client that those claims are non-recoverable and with their approval, we eliminated those claims and focused mainly on the receivable claims.
- We researched intensively to formulate rules that can reduce the AR and eliminate the major issues arising due to incorrect coding.



OUTCOME

We have completely streamlined the whole process, resolved the issues and formulated new techniques to reduce the AR and have made this a stable account that consistently generates cash.

MONTH	CHARGES	COLLECTIONS	AR	90+ AR
March	720,113	338,768	788,354	102586
April	639,965	394,192	758,176	134957
May	674,623	425,628	718,010	113197



ABOUT E-CARE

e-care – A premier Medical Billing and Coding company in India with more than 100+ Clients across various states in U.S. e-care is a multi-specialty Revenue Cycle Management Company with extensive Domain expertise to handle any challenges with ease and profitably for the providers. e-care guarantees 96% claim first pass rate and thereby promises to increase your collections in a short span. To know more about e-care and our services Call: 1-813-666-0028 | Website: www.ecareindia.com