

# Radiology Billing Challenges Curbed Down with e-care's Expertise!



## CASE STUDY – Reduce Radiology Claim Denials



### ABOUT THE CLIENT

This case study is done based on our top client- Medical Billing Company based in Louisiana which added up a new location and wanted complete medical billing support right from setting up carrier for group and individual provider information in EDI almost from the scratch

<b>Specialty</b>	<b>RADIOLOGY</b>
<b>Service Offered</b>	<b>End to End RCM SERVICE</b>
<b>Practice Management Software</b>	<b>MYSIS</b>



### CHALLENGES FACED

**We came across many interesting and intricate challenges in the process of stabilizing this account and they are listed below:**

Demographic done through interface for this client. Initially there were major issues with having the interface set. Since the carriers were wrongly routed, incorrect insurance was being picked up. We identified this issue and escalated to the technical support team of the hospital, which readily took our suggestions and got it rectified. Charges are placed in FTP for this client. Initially these were placed as one charge per file, which caused extra work on our side. So we had the Parser Program set, which helped in clubbing all files into one single file. This also helped in reconciliation of charges.

#### **Concept of Q6 Billing**

Being a Hospital based Tele-radiology client, there are many locum providers reading the reports. So the concept of Q6 billing was adapted in the initial stage, which is being followed until this date. Locum billing also helped saves time.

#### **MCR Issue**

After obtaining the Medicare group number, we started filing claims using the same. We submit claims for three different locations in this group. However, we observed claims pertaining to a certain location being rejected. Upon extensive research with Medicare, we identified that, since the locality for this particular location was different from the other two, we needed to get a separate group number for that particular location. Therefore, we submitted an 855B and got a new group number. After filing claims pertaining to this location under the new group, we started receiving payments.

#### **PHO**

PHO is a joint venture between a hospital and many or all of its admitting physicians whose primary purpose is contract negotiations with MCOs and marketing. Being a hospital-based client, contracting ourselves with such PHO was a beneficial process. This way we became par with many of the carriers which falls under the umbrella of a single PHO. For instance by contracting with Choicecare PHO, we were able to address Humana, BCBS, LWCC, PPOplus, Wellcare, PPO USA and Beechstreet.

#### **Electronic Services**

We emphasized the benefits of having the Electronic Services (EDI, EFT, ERA and Remits), set-up to the Client. They readily accepted and approved for the same. Currently we are enrolled with ALL the carriers that have this facility. This has enhanced both the flow of money and accuracy. Also we have made necessary changes to our master files so that secondary claims go out electronically. We worked towards making the process as paperless as possible.

#### **Resolved Coding Issues**

Since we are handling coding for this specialty, we've resolved many coding related issues too. For instance we came across denials from MCD LA stating procedure code is inconsistent with the provider type/specialty (taxonomy) for CPT 76811. As per the State guidelines, CPT 76811 and 76812 should be performed by maternal fetal specialist only and radiologists are not authorized to read this ultrasound procedure. So we had re-billed all affected codes with 76801 and 76805 according to the date of pregnancy and got them paid.



### BENEFITS TO THE CLIENT

We faced a lot of challenges initially with this client. Not only did we cope with them but also took steps to address them. The client benefited because he didn't have to worry about handling the database set-up and getting the providers enrolled. Also, meticulous planning and problem resolution capability of our team ensured consistent cash flows and an aging that is better than Industry standards.

### ABOUT ECARE

e-care – A premier Medical Billing and Coding company in India with more than 100 Clients across the U.S. e-care provides E2E Medical billing and coding services. Radiology is one of our top expertise working for huge radiology based clientele who can provide reference as required. Call e-care to curb Radiology Billing Challenges and Increase Revenue <https://www.ecareindia.com/radiology-medical-billing.html> **know more about e-care Call: 813-666-0028 | Website: [www.ecareindia.com](http://www.ecareindia.com)**