



e-care india
pvt. ltd.

Healthcare Revenue Cycle Management

Serving the U.S Healthcare Industry for over 20 years!

e-care – An Overview

A partner should have both good experience and deep expertise in the area of Medical Billing. e-care has both - which can be leveraged for your organization



- 120+ clients across 35 states in the US

- Around 1500 employees

- Operations team has more than 150 years of cumulative experience

- Focus on Healthcare Services only

- Offices in the US (Sales & CRM) and India (3 centers)

- ISO 9001 and 27001 certified
SSAE 18 Certified

Established in the year 2000

20+ Years in the business and growing!



Are you working with the \$ Genie?

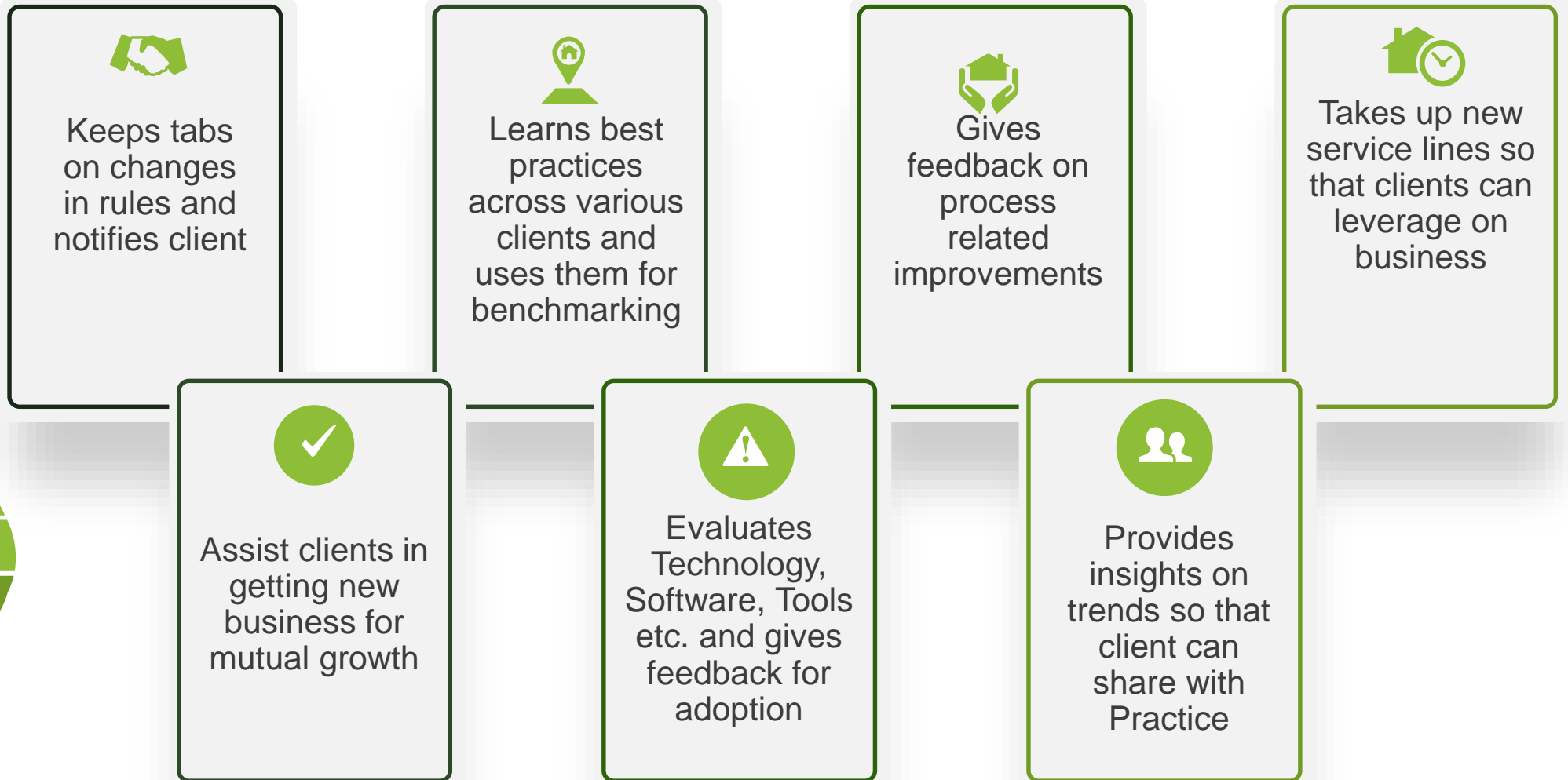
Are you working with a Partner or a Vendor?



The key to successful Revenue Cycle Management is understanding all your practice's revenue challenges. Our team will help improve profitability by monitoring, measuring and managing all those challenges while providing you understandable feedback on your progress.

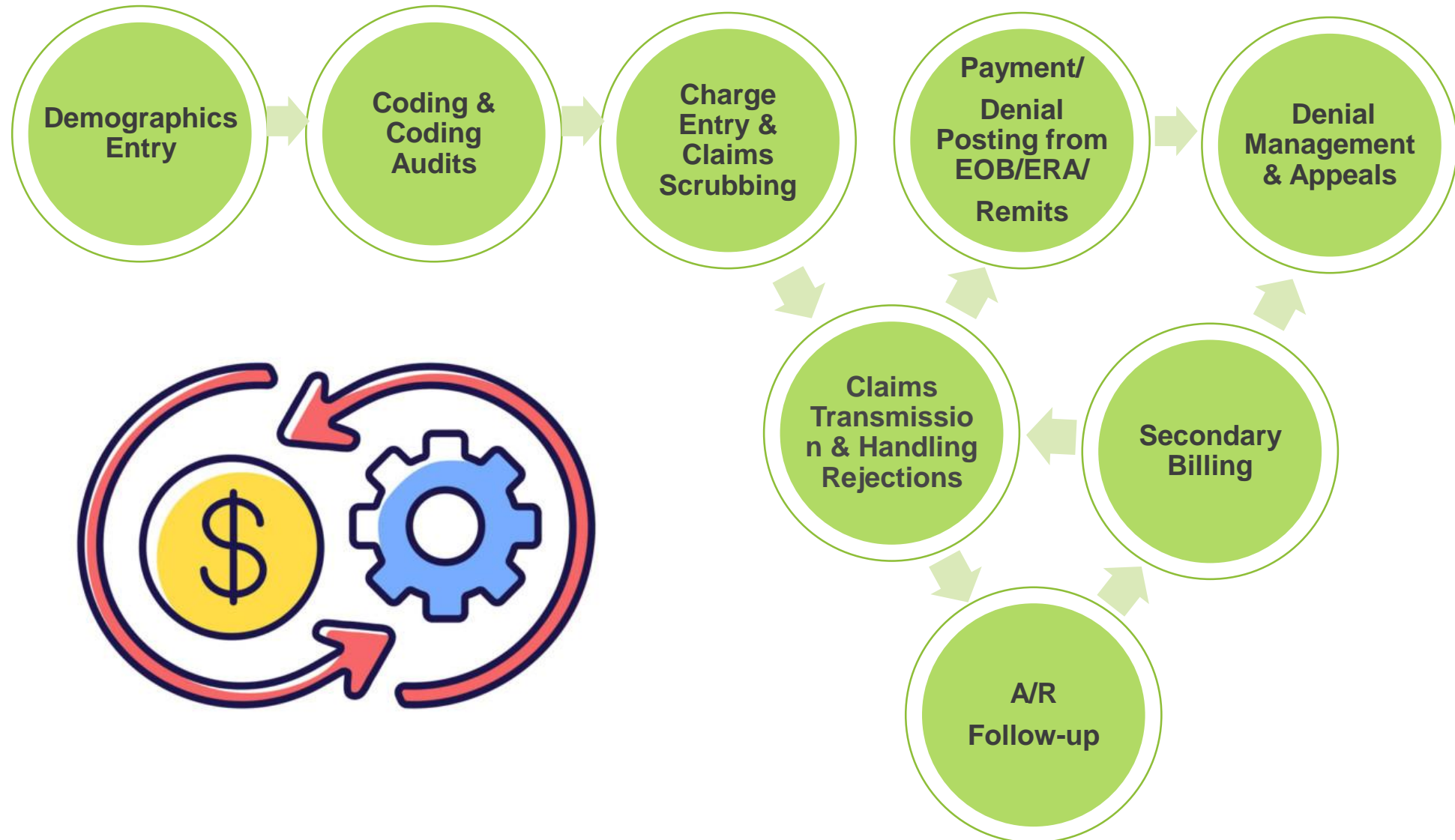


How is a Partner Different?





Revenue Cycle Management Process





Want To Expand Your Business?

GOT A NEW PROSPECT ON A BILLING SYSTEM OR SPECIALTY THAT YOU HAVE NOT WORKED BEFORE?



e-care has expertise with more than **30+ different Billing Software**. Our clients regularly leverage our expertise to sign-up new clients.

e-care will not only help you with your existing client billing, but also on a prospective client with a new Specialty or a Software!

e-care's experience handling **35+ specialties** will supplement your Specialty mix and expertise



See what our clients say!

**OUR CLIENTS
ARE NOT JUST
SATISFIED, THEY
ARE HAPPY...!**



E-care has enabled us to quickly add new services for our clients with minimal startup time and cost. They also enable us to deliver expertise to our clients in a fashion and in arenas that we would simply not be able to provide in-house.



**Our client in
Louisiana**



“My experience with the e-care Team has been extremely positive! While significantly reducing our cost of doing business, e-care’s professionalism and efficiency has been unsurpassed! I would highly recommend them to any business.”



**Our client in
Kentucky**



In 2001, we partnered with e-care India Private Limited for certain support services, such as data entry, A/R follow up, payment posting and numerous additional services.

During this period, while we have had to end relationships with other BPO companies, we continue to be extremely pleased with our working partnership with e-care. Their level of service remains efficient, effective and superior to other similar companies providing these services. We will continue to rely on its partnership with e-care for the continued growth of our company and to ensure our ability to continue to provide levels of service which exceed national benchmarks.

In closing we strongly recommends that you seriously consider e-care as a potential partner and provider of BPO services for your organization.



Our client in Florida



Solutions – A Step Ahead

Pre-Encounter Services

- Pre Authorization/ Prior Certification – Federal, State and Commercial Payers
- Insurance Eligibility/ Benefits Verification – Basic and Advance Verification through both Websites and Calling
- Provider Credentialing - Medicare (Paper/online), Medicare DME, Medicaid / CAQH / Multiplan, Commercials and Workers Comp
- Medical Record Review / Code Abstraction / Chart Summarization – Summary of past Medical Records
- Patient/ Appointments Scheduling, Patient Call Handling etc.

Post-Encounter Billing Services

- Coding – ICD- 10, CPT, HCPCS, CDT
- Coding Review – HCC, DRG, HEDIS, MIPS, CDI, ED and IP Concurrent Review & Utilization Review
- Charge Entry
- ERA/Manual posting, Reconciliation
- Automated Claim status services
- Insurance AR follow-up, Denials, Appeals
- Old AR evaluation, Re-filing, Appeals, Completion
- Underpayment Recovery Services, Contract Modeling

Value Added Services

- EDI Set-up - 276/277 (Claim Status) and 270/271 (Eligibility and Benefits verification)
- Indexing – Filing Paper Medical Records in Document Management System or Practice Management System
- Data Migration – Legacy to new PMS while migrating from one billing software to another
- Customized Reporting – Weekly Clarification Logs, Monthly Review Presentation, Reports taken from Work Flow Management Tool
- Claim Audit Services, Remote Patient Monitoring, Chronic Care Management
- Interim-Provider Credentialing, Quality Credentialing, Invoice Compliance, Recruitment Process Outsourcing, Payer Enrollment etc.

Major Specialties & Facilities Handled ●●●



Anesthesia / Pain Management	ALF (Assisted Living Facility)	Ambulatory Surgical Centers (ASC)/ Ambulance (EMS)	Behavioral/Mental Health / Psychiatry	Cardiology/ Chiropractic
CCM (Chronic Care Management)	CHC (Community Health Center)	Dental	Dermatology	DME/HME/Hospice/ Home Health
E/M Emergency Medicine/Room	Endocrinology & Diabetes	Family Practice / Internal Medicine	FQHC (Federally Qualified Health Centers)	Gastroenterology/ Geriatrics
Hematology & Oncology / Radiation Oncology	Hospitalists HCC	Infectious Diseases	Microbiology	Neurology
Nephrology	Ophthalmology/ Optometry	Otolaryngology (ENT)	Obstetrics/Gynecology (OBGYN)	Orthopedics
Pathology/Lab	Pediatrics/Neonatology	Physiatry	Physical Therapy and Rehabilitation	Podiatry
Pulmonology	Radiology/Imaging Center	RPM (Remote Patient Monitoring)	Rheumatology	RHC (Rural Health Clinic)
SNF (Skilled Nursing Facilities)	Surgery	Urology	Urgent Care	Wound Care etc.





Expertise on Major Billing Platforms



and more...



Expertise on Major Coding Tools and Platforms

Practice Fusion

Find-A-Code

**Greenway
Health**

Super Coder

Optum

A Life

Athena Health

3M CodeRyte

**MDQ-
AdvancedMD**

and more...



Compliance and Information Security

PHYSICAL SECURITY

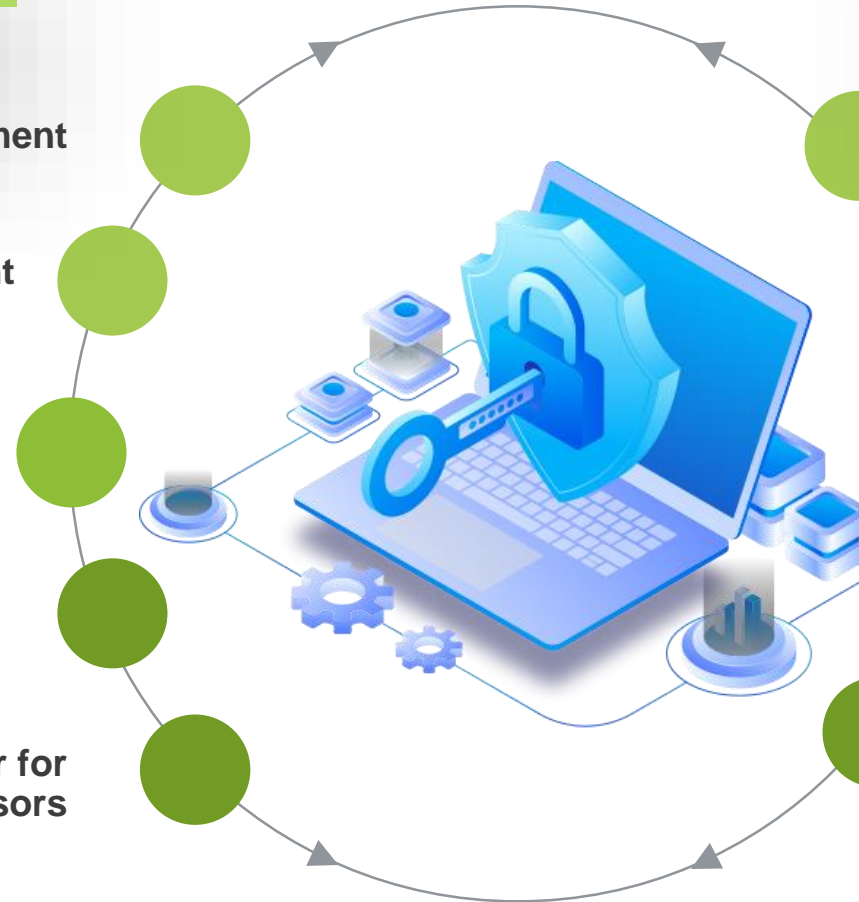
Paperless environment

Confidentiality Agreement

Triple layer Access Control –
ID & Access card and Bio-metric

CCTV Monitoring

No Mobile Phones inside work floor for
Agents and Supervisors



NETWORK SECURITY

Restricted Internal email, Server
level folder access

Automatic system-lock when
inactive

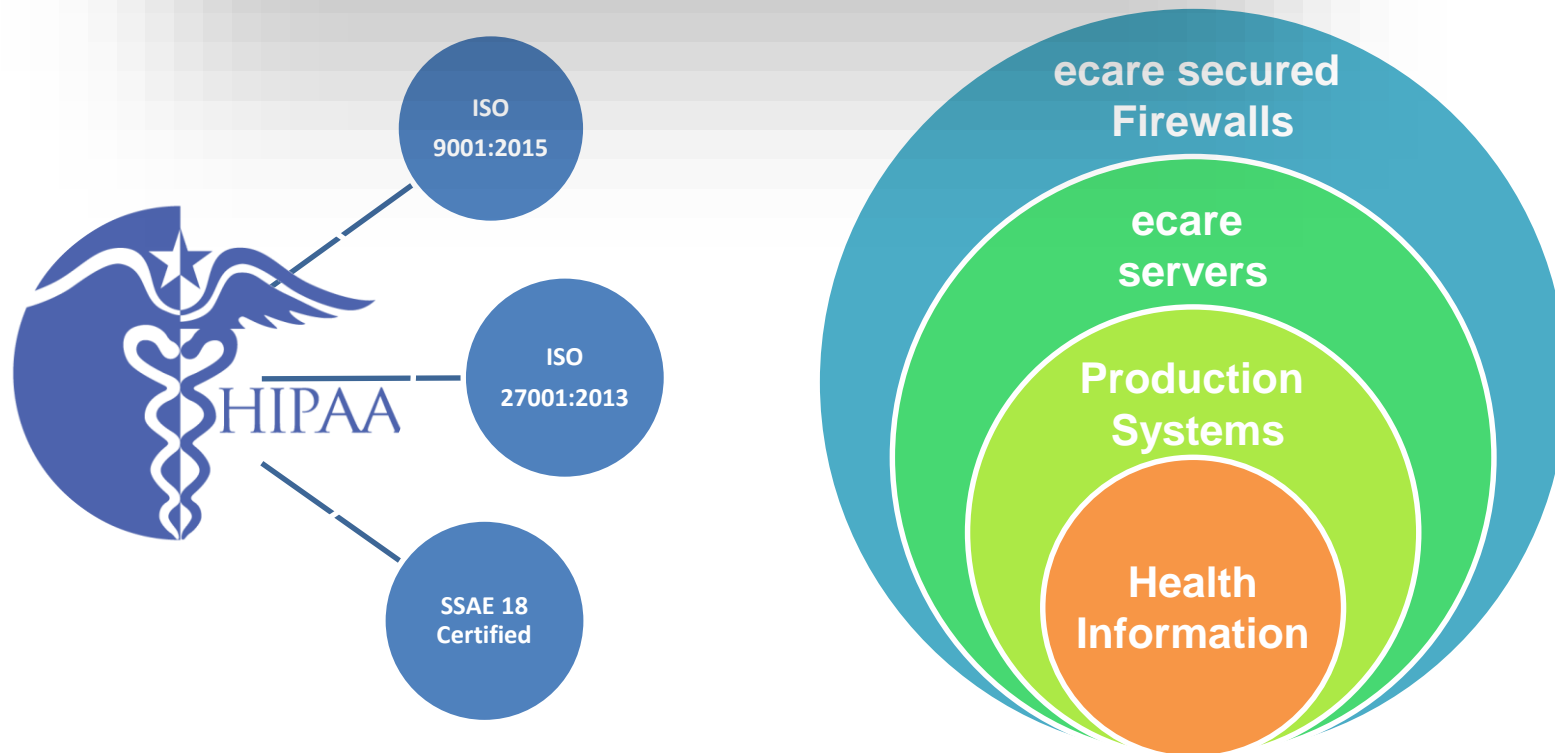
Restricted Internet access incl. web
based email services, viz. Gmail,
Yahoo, Hotmail etc.

Unique user credential for employees to
access systems



Compliance and Information Security

e-care India is ISO 9001:2015 and ISO 27001:2013 certified
SSAE 18 Certified





Business Continuity Plan

A Partner should have the capability to continue key services even during Emergency situations!



Disaster Recovery Center

A benefit of working with a Partner is to have a Disaster Recovery Center which will continue to operate during Emergency situations



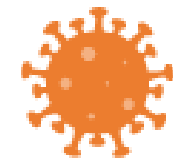
Located 400 Miles Away

e-care provides Disaster Recovery and Business Continuity from its 3rd center located 400 miles to the south from the other 2 centers



Independent Center

This center is independent, and can handle critical work when the main centers are down due to Natural calamities

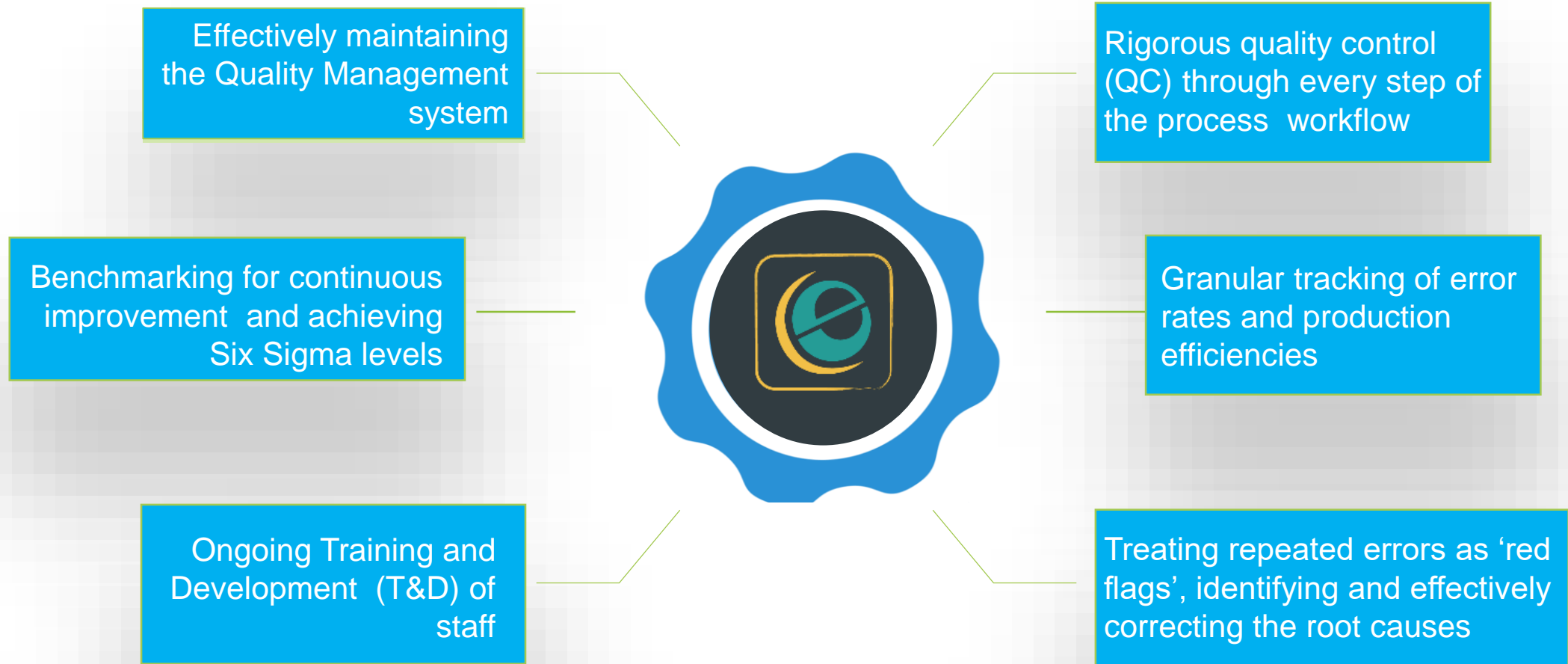


BCP





Quality – Our Main Concept



Contact



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