



**This Client is a Multispecialty Medical Billing Company based in CA**

## About the Client

CA based Multi-specialty Medical Billing Company faced challenges with AR Management and approached Ecare with Outstanding AR aging and collection issues.



**Service Offered:** AR Management



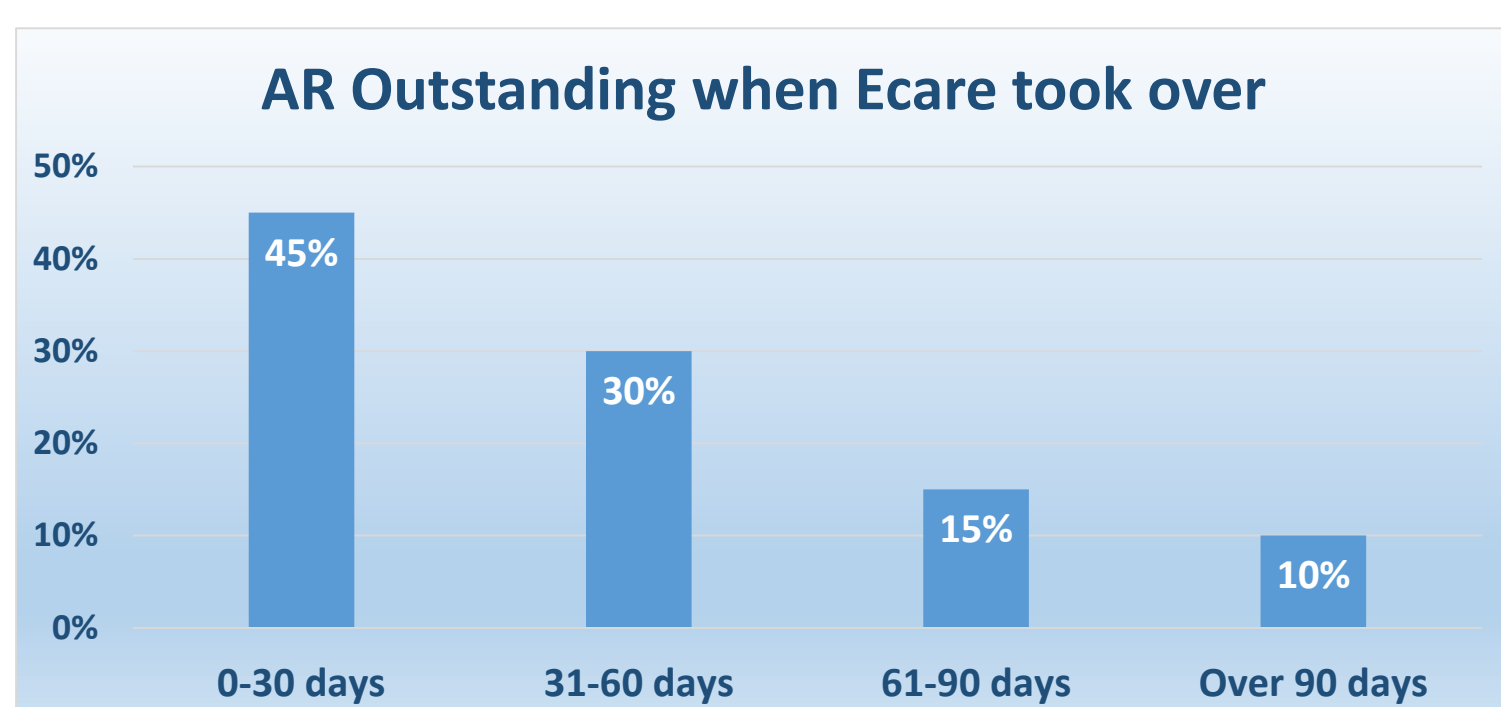
**Specialty:** Multi



**Practice Management System:** AdvancedMD

## Ecare Identifies Client Challenges :

Our multi-specialty client was facing a significant financial strains affecting their bottom line. Ecare Identified their AR aging had huge outstanding and getting deep down we found their backlogs to be as below affecting payments from Insurance companies and patients.



## Ecare Strategic Approach

To address the AR aging issue, E-care implemented a comprehensive strategy that involved multiple steps and efforts involving both the client and Ecare.

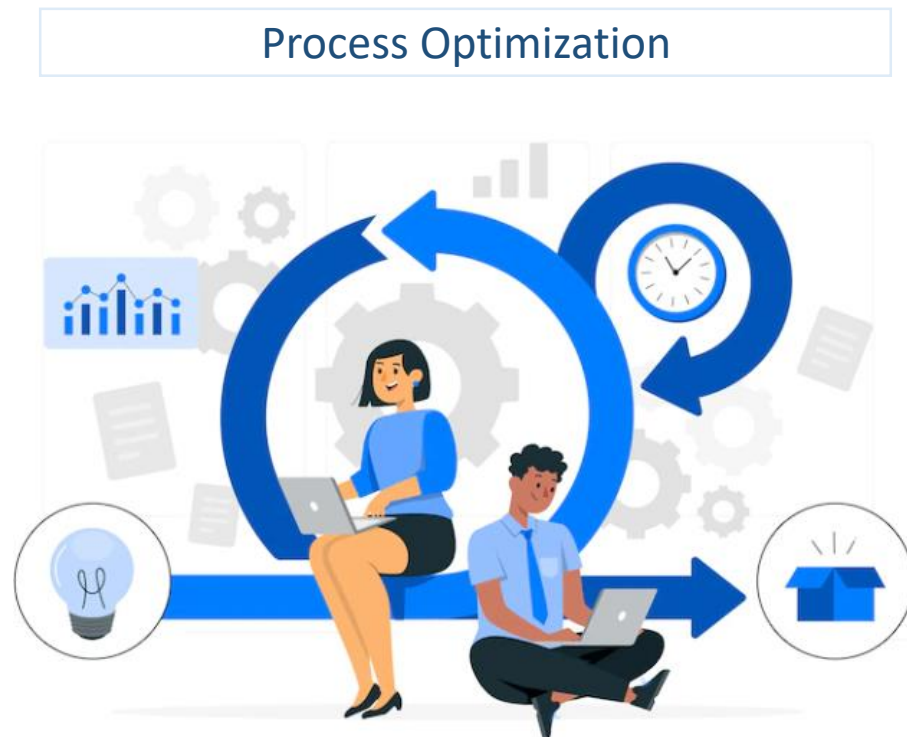
- ✓ Engaged in Regular Follow-ups: Ecare's billing team established a rigorous follow-up process for unpaid claims. They contacted insurance companies promptly to inquire about delayed payments and took necessary actions to expedite the processing of claims.
- ✓ Some of the unworked claims would typically pass on to the next month without resolution. Ecare identified the root cause to be a glitch in the queuing process which the client had implemented. Our team fixed them with their expertise and the work queue became accurate
- ✓ Rejections and claims getting stuck before getting through the clearing house were identified and worked.
- ✓ Claims needing adjustment approvals were identified and reported back to the client. Post adjustments the actual outstanding started showing up in more appropriate aging buckets.



## Ecare Streamlines AR process



- Enhanced Billing and Coding Practices: The practice invested in training its billing and coding staff to ensure accurate and timely submission of claims to insurance companies. They also regularly updated their knowledge to stay compliant with changing regulations.
- Regular Financial Reviews: Ecare initiated monthly financial reviews to identify trends and areas for improvement. This helped in adjusting strategies as needed both at the client's end and at Ecare Operations.
- Identified and known issues were logged in the issue tracker, resulting in the creation of a knowledge bank that not only served as a quick reference guide but also helped the client to implement it as a best practice for all the other sub-accounts as well.



## Achievements

**Benefits to the client with Ecare as its Outsourcing Partner:**



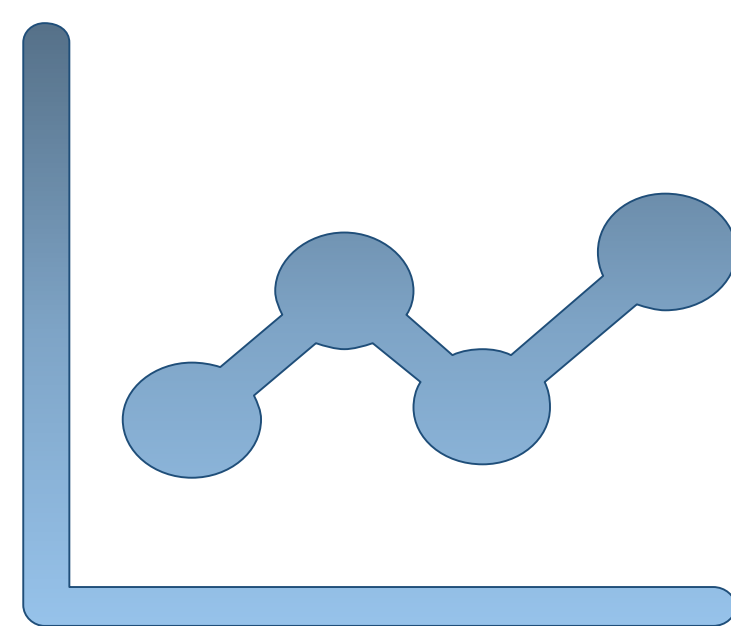
With Ecare strategic approach, client witnessed increased reimbursement from Insurance and Patient collection



Timely AR Follow up and management increased quality claim submission and cash flow.



Ecare was able to streamline and establish process enhancement which resulted in significant improvements in Aging AR and reduced outstanding backlogs



## About Ecare

Ecare is a 23 year old, leading Medical Billing Company in India. We provide end to end Revenue Cycle Management Solutions to 120+ clients across the US with experience over 35+ specialties.

Our Accounts Receivable team provides complete solution to address cash flow issues and guarantees maximum collections.

To know more about Ecare and our services log on to [Healthcare Accounts Receivable Management Services & Solutions | e-care india \(ecareindia.com\)](http://Healthcare Accounts Receivable Management Services & Solutions | e-care india (ecareindia.com))



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