

Insurance



A large Multispecialty FQHC Practice recovered huge revenue by Outsourcing to Ecare

About the Client

A large FQHC Practice servicing with multispecialty medical services such as Family Medicine, internal Medicine, Behavioral Health, OB-GYN care, Vision and Dental.



Issues Identified

Ecare involved specialized FQHC team of billers and coders to do a complete practice analysis to identify the reimbursement, collections, insurance fee schedule and overall performance of the practice.

Based on detail analysis, E-care noticed the root cause of the issues to be incorrect fee for certain codes, which in-turn resulted in low payments affecting the overall collection!

01 Incorrect Fee Schedule

Ecare observed that for “**procedure code D9450**” the insurance paid the amount billed (i.e. \$30). Based on our past-experience working on similar FQHC practices we immediately knew that the fee amount is incorrect and we were under-billing.




02 Claims Denied for TFL

Our team tracked the denied claims to appeal and collect the differential payments



Ecare Strategic Approach




Upon Identifying the reason affecting the collection; Ecare worked out on a step by step strategic approach to fix the issues :

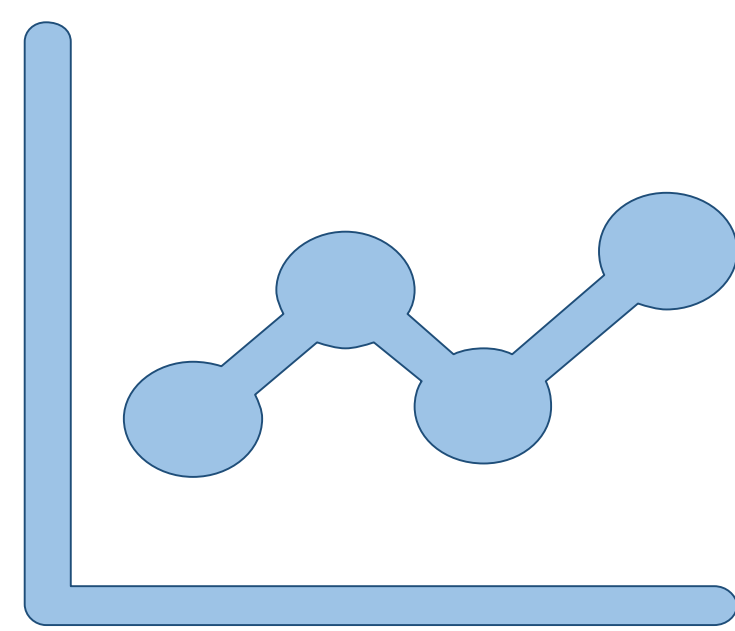
-  Ecare team had call with client advising them to update their billing system with revised and updated fee scheduled.
-  Ecare approached the insurance carrier and confirmed that the corrected fee schedule for D9450 as \$138 informing the payer that the client was losing \$108 per claim when D9450 was being under billed, which was notified to the carrier on re-billing all the under paid claims.
-  Ecare involved Denial Management team handled the denials, rejections and unpaid claims to appeal them and ensure maximum collection



Achievements

Benefits to the client by choosing Ecare as its Outsourcing Partner:

-  Overall, with Ecare team was able to recover about \$150,000 from the underpaid and denials, which the client would have otherwise lost!
-  With the fee schedule updated, the client will not lose money for the future claims billed with D9450.
-  Increase the overall Collections and Decreased the under paid and denials percentage



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.

FQHC is one of our top Specialty as we have huge expertise working for various FQHC based clients across the US.

To know more about Ecare and our services log on to [FQHC Medical Billing Company - FQHC Medical Billing services \(ecareindia.com\)](http://FQHC Medical Billing Company - FQHC Medical Billing services (ecareindia.com))



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