



The Client is an Established “Pain Management” Physician Practice in Texas

## ABOUT THE CLIENT

Our client is an established pain management physician practice in Texas. Despite being a busy practice, revenue generated was not commensurate with the effort being put in. The client had also recently migrated to the Eclinical Works system, but many processes were still disorganized.

## ISSUES IDENTIFIED

Upon review, Ecare team discovered that the client lacked defined processes for handling billing, and the Eclinical migration had not been managed well, resulting in incorrect system masters setup.

Our team utilized a detailed migration checklist to identify and fix critical setup issues, such as fee schedules, EDI enrolments, and portal access etc.

## ECARE SOLUTION

With client approval, Ecare created online portals for different insurance providers, making AR processing and claim denial resolution faster and efficient.

Our team implemented a structured Google workflow, enabling the client and our billing team to work together in the same workflow with quicker turnaround time for the client to respond on queries.

This improved efficiency, reduced email exchanges, and provided real-time visibility of updates, making it easier to track progress at the claim level. The traceability of each claim was highly appreciated by the client.

With improved workflow and claim management, the client began experiencing better collections. This was one of the major expectations that led the client to choose Ecare as their billing vendor over their previous one. The client sought Ecare's assistance in achieving better collections, and Ecare has delivered on this expectation."

## ECARE SOLUTION

- The improved process brought better results, as Ecare was able to increase monthly collections **by 60%** within a month of beginning work on the client's AR
- The number of claims pending clarifications **decreased by about 90%** due to organised workflow
- AR over 90 days bucket reduced **from 26% to 20%**
- Most importantly, Ecare was able to build protocols for future claims management to streamline the process

## ACHIEVEMENTS



**Overall, these changes have made a significant difference for our client, resulting in increased collections and efficient billing process!**

## 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. Pain Management is one of our top Specialty and we have specially trained team who guarantees the best results in a short span. Reach out to Ecare for more information at <https://www.ecareindia.com/medical-specialties.html>

## CONTACT US

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