



# Case Study - Data Conversion

With Data Conversions, Never Take Chances

Conversion of data from the old medical billing software to the new practice system.

<b>Service offering</b>	<b>Data Conversion</b>
<b>New Practice management software</b>	<b>MISYS PM</b>

**Client** : MSO (Management Service Organization)  
Based out of Tennessee & South Carolina

**Business situation**

Outstanding claims : Around 40,000

Our client is a service provider that supports the day to day operations of healthcare organizations. A private practice joined our client's group and decided to convert its outstanding dues to the new practice system manually, as the old software didn't support an automatic mapping and downloading of the data.

**Data Conversion Trend**

Usually, data conversion projects are considered mission critical because of hurdles that arise at the time of conversion process and the fact that inefficient data conversion can cost the business,

Moreover, several researches confirm that data conversion is often a business challenge that exceeds planned staff time, budget and even mess up with the timely delivery of the project. That's why taking chances can be risky.

Therefore, handling the data conversion projects requires experience, proper planning and mature control over the processes. ecare India has several years of experience in handling the data conversion projects and successfully delivering them on planned time and budget.

### **ecare's handling of the project:**

This project involved data conversion from old medical billing software to the new system that required dealing with sensitive patient information that is highly essential to the business.

The function was challenging indeed and we had to put in our efforts and years of experience to make it a successful project.

### **Business Challenges**

- Client had problems in submission of clean claims with the old billing software
- Many carriers were not setup to be filed electronically
- Electronic posting was not setup
- Average Days in AR to collect was above 100 days
- Other vendor was non-responsive, disrupting the daily routine

### **ecare's Strategic Planning & Resolution**

- A dedicated data conversion team was setup for the client immediately
- On obtaining access to the legacy software manual downloading of data was done
- Charges were manually keyed and placed on hold
- EDI enrollments were completed
- Special batch types were used to reconcile the Old AR Vs New charges
- Audit of charges done to ensure accuracy
- Primary Claims were given priority
- Patient letters sent out to check on balances

### **Benefits to the client with ecare's data conversion expertise**

- Clean claims were filed on EDI approval.
- Duplicate remittance obtained and payments effected resulting in reduction of outstanding claims
- Denials managed and accurate charge entry done.
- High Value claims were given maximum focus to generate cash flow
- Timely filing denials were appealed based on the EDI confirmation received through the previous software
- Claims that were not in the system were filed first to avoid duplicate filing.
- AR Days showed good improvement.
- Cash flow streamlined and electronic submissions improved

ecare has incredible experience in formulating data conversion methodologies and had made all possible efforts to leverage the vendor's problem and rectify it quickly, thus improving the cash flow without delay.