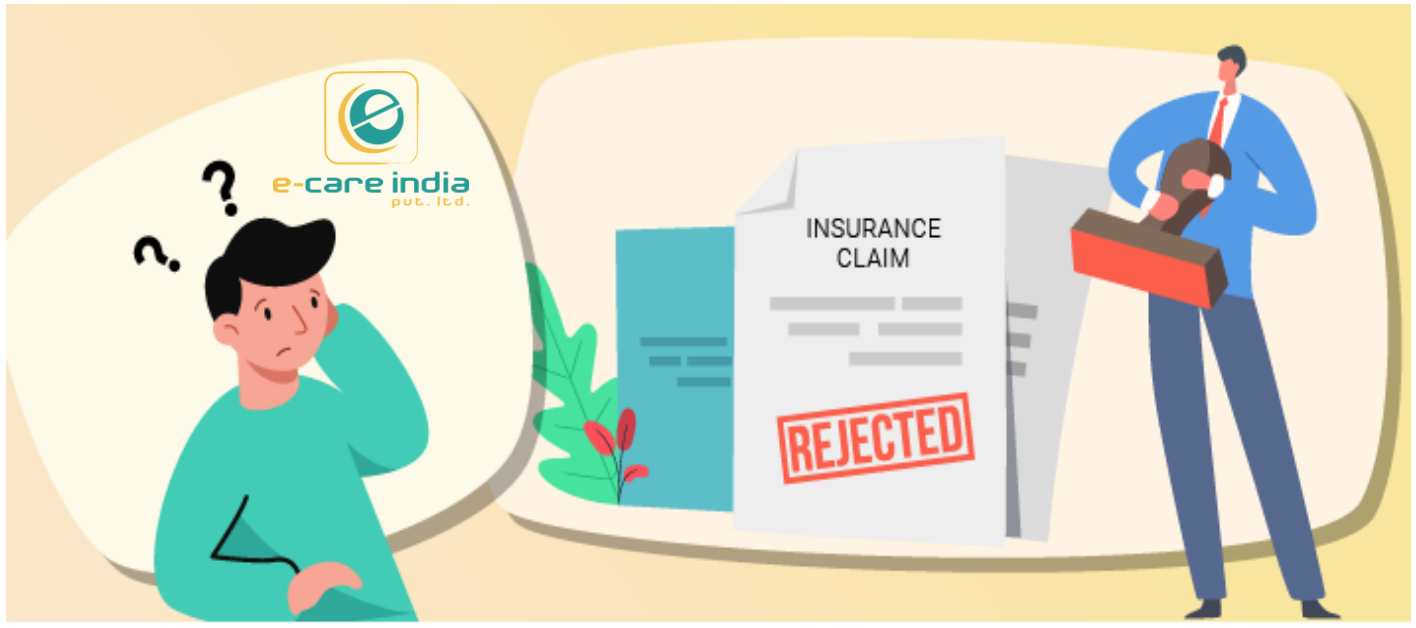


Looking for Denial Management and Accounts Receivable Specialist? Reach out to Ecare!



CASE STUDY – DENIAL MANAGEMENT & ACCOUNTS RECEIVABLE CHALLENGES AND SOLUTIONS



ABOUT THE CLIENT

A California based Billing Company working with multiple vendors, had an inefficient approach towards claims processing, rejection and denial management, which in-fact resulted in reimbursement ratio and overall financial health of our client.

Specialty	Multi
Software	Advanced MD
Scope of Service	AR Management

This Client was looking for Quality Billing Services and to identify the loopholes affecting revenue flow



CHALLENGES

Ecare started off engaging our dedicated team to do a complete analysis and identify the root cause of revenue loop holes and process implications. Soon our team of experts identified the client was facing the below challenges:

- Issues with Medical Billing Quality
- In-effective AR follow up
- Claim Denial Management



ISSUES IDENTIFIED

Upon analyzing the challenges faced by the Client, E-Care got into action by quickly assimilating a team of dedicated resources exclusive to this client from day 1 and were able to identify the root cause of challenges as:

- ✓ No streamlined process to identify claim reimbursement and monthly revenue income
- ✓ Clients billing process missed to do regular follow-up on ageing accounts receivables.
- ✓ Did not have a process in place to reduce claim denials and rejections.



SOLUTIONS BASED ON ECARE'S STRATEGY

By working methodically on rejections, and follow-up based on a time-tested methodology, Ecare could not only reduce the number of rejected and denied claims from a backlogged situation but also could bring it to daily manageable limits.

Communication and reporting protocols were shared and most importantly a single point of contact was set to communicate.



RESULTS

Issue trackers, Clarification logs, and scheduled calls were set in motion. This process change and transparency provided by the dedicated team were appreciated and rewarded with additional datasets worked by a larger vendor.

- ✓ Our team with constant efforts were able to bring down claims rejections pending to 0 days, reducing the AR accumulation in the 0-60 buckets
- ✓ Complete denial management by an AR specialist including contacting payors in case of any information required, with a dedicated person working on resolving the denials
- ✓ Approximately 2000 claims are addressed each month with at least three dedicated AR specialists working on the account
- ✓ Collections have increased by \$20k for June and also AR has reduced in the 31-120 days bucket.



ACHIEVEMENTS

Client was extremely satisfied with Ecare's solution and decided to increase the volume of work outsourced to Ecare, and thereby immediately approved additional FTE work to be handled by our team of Accounts Receivable Management experts!

About Ecare

Ecare is a complete medical Billing and Revenue Cycle Management Company based in India with over 100 client across U.S. Ecare can also work on accumulated and aging Accounts Receivables to clear backlogs and ensure maximum reimbursement within a short time period.

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

Get your denials paid and AR aging bucket cleared with Ecare
Call: 1-813-666-0028 | Website: www.ecareindia.com