

CASE STUDY – DENTAL BILLING

Specialty	General Dentist
Service Offering	Dentrix
Practice Management Software	Dentrix Software

Client : **General Dentist, Mississippi**
Accounts handed over to ecare : **June 2007**

Business Challenges:

Setup:

- Total Accounts Receivables- \$ 84K
- Insurance Accounts Receivables - \$60K of the total AR. 90+ AR % was close to 21%
- Patients Accounts Receivables - \$ 24K
- Collections - \$ 38K
- AR days was 90 days.
- Denial management was not effective
- Patients Accounts receivables were not handled properly and patient statements were not sent in a timely manner.

Appropriate steps taken to reduce the AR

- We run the Outstanding Claims report twice in a month and download it into the server in spreadsheet format.
- Some charges were not filed to the insurance carriers at all, due to some technical snag in the system, which were identified and rectified.
- We work on electronic submissions, analyze the rejected claims and rectify the flaws submitting it as clean claims
- Patient statement schedules were formulated and we started generating patient statements at regular intervals. At times, all the four bill cycles were audited and generated to avoid increase in AR.
- Patient co-payments that were allocated incorrectly were identified and rectified.
- We run the Appointment Scheduler Report for the next day, which contains a list of Patients who have appointments to visit the physician. In that report we check the eligibility status for Medicaid patients

through Medicaid website and captured the notes into the software. The Appointment Scheduler details would be sent to the client through mails every day.

Table 1.0 shows the increase in collections and improvement in AR days

Month	Charges	Collections	Total AR	90+ AR	90+%	Coll Rate	AR Days
Sep10	53,726	38,563	45,550	760	3%	83%	27
Oct10	62,109	44,119	48,329	420	2%	78%	27
Nov 10	60,161	60,223	35,810	240	2%	77%	18

Table: 1.0

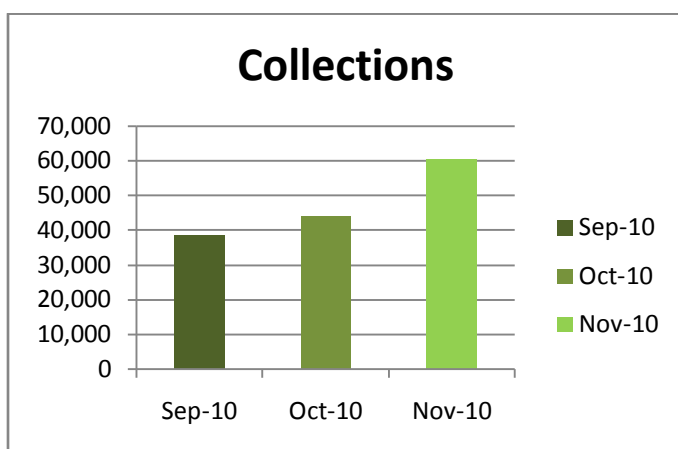


Chart: 1.0

Benefit to the clients:

- 68.5% reduction in (90+AR) days within two months
- Increased collections rates
- Streamlined patient AR process