

**With Ecare as E2E RCM Service Provider
Radiology Practice enjoys Simplified Process with Greater ROI**



**CASE STUDY – End to End RCM Services for
“Radiology Practice”**

ABOUT THE CLIENT

Our Client serves average of 3100 modalities every month from their clinic situated in New Hampshire and this includes Radiology, IVR and Nuclear Medicine.

Ecare took over the complete RCM process for this Client from the year 2021 and has been provided seamless Revenue Cycle Management Services since then.

CHALLENGES

This Client had been facing various challenges as listed below which was directly affecting their revenue flow and were clueless on how to fix the loopholes and sustain the monthly collections.

- Missing Documentations
- Significant Revenue Impact
- Revenue Loss

ECARE IDENTIFIES ISSUES AND WORKS ON CORRECTIVE

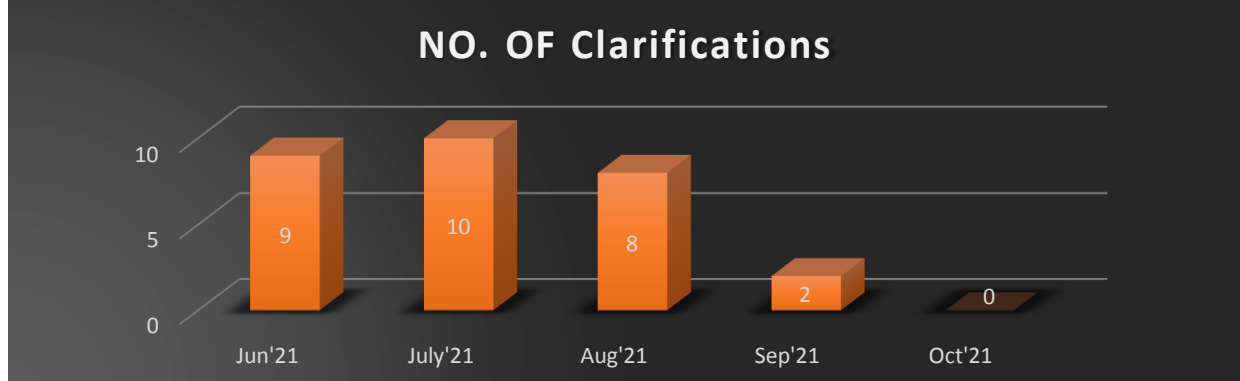
- ❖ On an average there were around 10-15 clarifications raised as queries every month due to incomplete or missing documentations.
- ❖ Though the percentage of it looks insignificant, the revenue impact with the kind of Interventional and Nuclear medicine services will be on a higher end.
- ❖ Ecare required making frequent follow-ups with the provider on the clarifications to get this sorted out.
- ❖ The delay in clarifications was causing revenue impact, as these claims cannot be billed on the same month of service.
- ❖ Ecare prepared a document, presented to the client explaining the issues in detail, and provided some alternative solutions, such as accessing the original source document systems.
- ❖ Provider understood the problem and shared the Hospital system access to Ecare so that the coders can directly log in to the system and get the required missing information.
- ❖ The frequent follow-ups and the recommendations to the provider helped us in resolving this issue faster.

ECARE ANALYSIS REPORT

The usual number of clarifications kept reducing from Aug’21 as we got the access to the Hospital system and from Oct’21, it is “Nil”

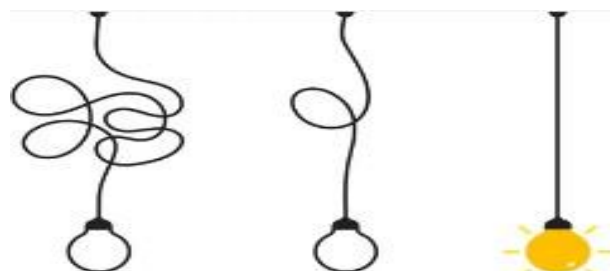
Queries trend report:

Month	Jun'21	July'21	Aug'21	Sep'21	Oct'21
No. of Clarifications	9	10	8	2	0



TECHNIQUES USED BY ECARE EXPERTS

Heuristic Method: Process simplification by avoiding too many/unnecessary steps to obtain the results.



RESULTS

- Eliminating the clarifications, and thereby back and forth communications related to these clarifications were completely reduced which helped expedite claims processing
- Saving the provider’s time in addressing these issues.
- Billing the charges on a timely manner without any lag in TFL and revenue impact.

About Ecare

Ecare is one of the top Revenue Cycle Management Company in India providing Multi-specialty Medical Billing Services to more than 100+ Clients across the U.S. Radiology Billing and Coding is one of our strength and our team of Radiology certified coders can bring down coding error percentage guaranteeing maximum reimbursement. To know more about Ecare and our Radiology Expertise log on to [Radiology Medical Billing Companies | Radiology Billing Services | e-care India \(ecareindia.com\)](http://Radiology Medical Billing Companies | Radiology Billing Services | e-care India (ecareindia.com))

**Fix Radiology Billing and Coding Challenges with Ecare
Call: 1-813-666-0028 | Website: www.ecareindia.com**