

## Ecare Prebilling Services helps our Client Increase First Pass Ratio & Collection!



**A CA based client approached Ecare to fix claim rejection issues and to improve Collections!**

### About the Client

Our multi-specialty client based out of California provides billing services for various locations in and around California. Their major specialty is Neonatology among other specialties of surgery and office-based services.



**Service Offered:** Prebilling and AR



**Specialty:** Multi- Specialty



**Practice Management System:** Advanced MD

### Business Challenges:-

Our client was facing challenges with high claim rejections which directly affected their monthly collections. Clueless on how to handle the issue, client approached Ecare. Our team of medical billing experts analyzed the challenges to provide a streamlined

During analyzes Ecare team identified the client required help with complete billing process as the client faced:

- High front-end rejection and low first-pass rate resulting in collection delays.
- Slow turnaround in managing denials and rejections was causing delays in collections and even timely filing of claims.
- Increasing accounts receivables were causing the providers to question the effectiveness of the processes.



**ERROR FIXING**

### Ecare Approach to the issue



Based on the challenges and issues identified, Ecare team of expertise started working with the below solutions:

- Pre-billing checklist was implemented to ensure claims were scrubbed for any demographic and eligibility-related error before they could be transmitted to the clearing houses.
- Daily claim review ensured claim rejections, exclusions, and unbilled were addressed timely, which the previous vendor did not implement earlier.
- Working on claim rejections and denials timely was critical and the Ecare Team brought the backlogs to current within the first week of working.
- Rejection trends were identified for root cause analysis and shared with the client to streamline the quality of the inputs.
- This implementation resulted in the first pass of claims to reach to over 95% from the previous 82%

Process Optimization



### Collections Increase from Feb and May for an Average of \$5 million in charges – Before and After Ecare services.

Location	Collection (Before E-CARE)	Collection (After E-care)
Client Location 1	\$434,349.70	\$515,357.56
Client Location 2	\$223,028.26	\$247,895.76
Client Location 3	\$157,012.85	\$164,268.46
Client Location 4	\$132,523.38	\$198,770.67
Client Location 5	\$358,141.36	\$511,279.36
Total	\$1,305,055.55	\$1,637,571.81

### Ecare Results:

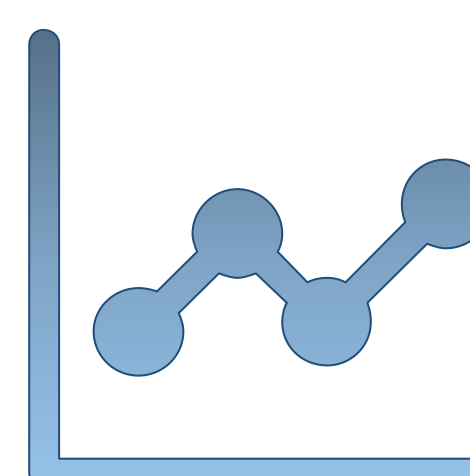
Working diligently on Rejections and denials brought the backlogs to current which was a big leap from over a week of backlogs.



Aging reduced to 7% in the 90+ buckets as the clean claims soared to 95%



The addition of five new pre-billing locations was the most evident result of the client's confidence and trust in our processes and capabilities



### 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.

Our Accounts Receivable team provides complete solution to address cash flow issues and guarantees maximum collections.

To know more about Ecare and our services log on to [Medical Billing Specialists, Medical Billing Services - ecare India](#)



**1-813-666-0028**

**[www.ecareindia.com](http://www.ecareindia.com)**