

FQHC – DENIAL MANAGEMENT SOLUTION FOR AGING AR AND FINANCIAL LOSSES



Client Profile:

A large FQHC Practice based in Massachusetts servicing with multispecialty medical services such as Family Medicine, Internal Medicine, Pediatrics, etc.

SPECIALTY	FQHC (Internal Medicine, Family Medicine, Pediatrics, etc.)
SOFTWARE (PMS)	Allscripts
SCOPE OF SERVICE	Charge Entry, Payment Posting, Validation, Rejection, Denials & Unpaid

This practice had ignorantly got huge claim denials accumulated under the aging bucket of 91-120 days and was subjected to hefty revenue loss.



Challenges:

- The practice was not getting payments from Medicare, for a long time leading to a rise in 91+ days aging A/R claims.
- Getting mass denials affecting monthly collections
- Client ignorant of the reason for mass denials to be “Provider/ Vendor not contracted to render this service”



Issue Identification

- ✓ Per our initial discovery, the payments for the claims were already made without issuing a check.
- ✓ Provider haven't received any payment & reached Medicare and identified that Cost Report was not submitted by the centre.
- ✓ We have shared with our client about importance of sending the cost report on time.



Ecare Suggestions

Based on our feedback, Cost report was submitted & the provider received the pending payment of \$81,923 from Medicare, which had a high impact on reducing the AR claims in 91-120 aging

- ✓ We identified claims getting filed to the carrier incorrectly with the old vendor ID. We confirmed with carrier about the correct Vendor ID to transmit the claims.
- ✓ We coordinated with the office to have the vendor ID updated in the master file and we have refiled all the pending claims.



Achievement

Ecare was able to collect \$88K for the claims worked and resubmitted by team of Medical Billing and Coding Experts.



About Ecare

Ecare provides FQHC has one of its major specialties and has expertise working with top Medical Billing Companies across the U.S. Our team has vast experience handling FQHC Claims with knowledge on billing and coding nuances to ensure maximum collection with decreased denials. To know more about our FQHC Billing Services call 1-813-666-0028 or log on to [FQHC Medical Billing Company - FQHC Medical Billing services \(ecareindia.com\)](http://FQHC Medical Billing Company - FQHC Medical Billing services (ecareindia.com))