

## CASE STUDY – GASTROENTEROLOGY BILLING

### Collection flow increases with regular follow-ups

<b>Specialty</b>	<b>Gastroenterology</b>
<b>Service Offering</b>	<b>Full Service Billing</b>
<b>Practice Management Software</b>	<b>Misys PM/EMR</b>

Client : Billing Company based out of Florida

Account handed over to ecare : February 2007

### Client's Profile:

This is a group practice initially started with old AR, short term recovery project. We have resolved the old AR issues quickly and collected as much as possible before started with new AR. To start with we had one main provider and due to our dedicated and strenuous work, we had another new physician and a pathologist joined our group. Complete credentialing process was handled by us.

Expertise in Gastroenterology billing and endoscopy billing was a major reason for increase in collections.

We had knowledgeable team to resolve complex issues and struggled hard to collect all the money by appealing denied claims.

### Benefits to the Client with EMR:

- The application is designed to match the workflow, processes and needs of a typical GI office – ensuring staff can quickly document patient evaluation and management encounters.
- Immediate access to patient records and medical records
- Authorization# can be easily in this system

### ecare's approach

- Submitting endocapsule charges along with supporting documents
- Monthly reports run for endocapsule and ultroid procedures
- Handling credentials for non participating providers

### Key points:

- Increase in revenue
- Decrease denial rate
- Improved billing accuracy

- Faster reimbursements
- Administrative Efficiencies
- Essential Practice analysis

### Highlights:

- Monthly collections increased by \$50K
- Collection percentage increased by 6%
- AR days reduced from 45-60 days to under 30 days
- Major carriers have been switched to ERA/EFT for quick payments.
- Insurance follow ups within 20 days
- Checking 100% patient eligibility thru websites
- Billing accuracy provides increase in revenue

### Bottom Line:

Practice grew in revenue and patient volume, added new specialists and has added more locations. They get paid faster and are able to keep on top of every claim.