

CASE STUDY – OBSTETRICS / GYNECOLOGY BILLING

SUBSTANTIAL GROWTH IN COLLECTIONS AFTER GAINING FULL CONTROL OVER THE FLUCTUATING REVENUE PARAMETERS

Specialty	Obstetrics - Gynecology
Service Offering	Full Service Billing
Practice Management Software	Misys PM

Client : Regular Practice based out of Illinois

Account handed over to Ecare : March 1st 2004

We started working for this client since March 2004 and faced different challenges which were addressed immediately and the AR controlled.

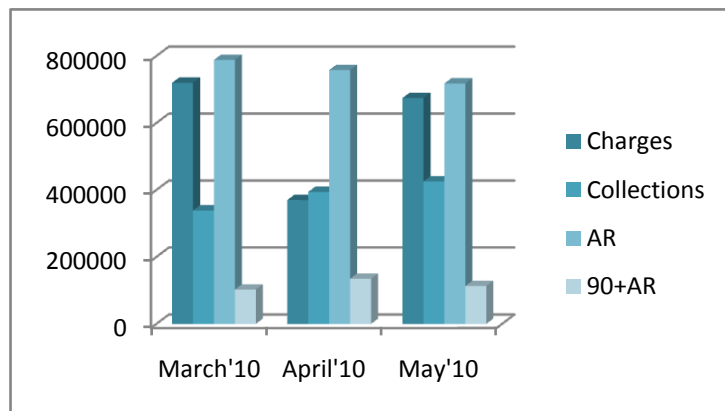
Business Challenges:

Set up:

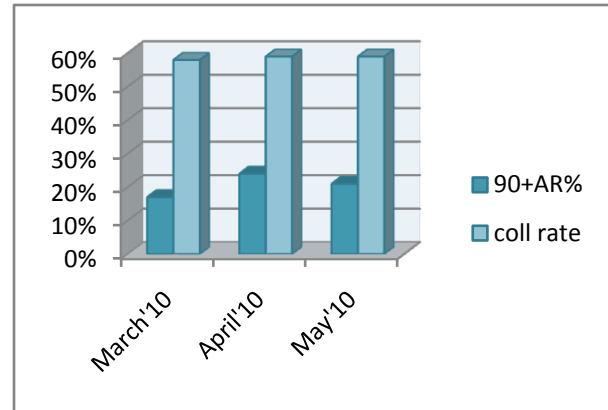
We handled the Old AR conversion to this software, which earlier had many issues in coding.

The average charges per month which we enter for this client is 700K which consists of 2600 encounters. The AR percentage will be less than 10% at any point of time excluding the Patient AR which was unpredictable.

MONTH	CHARGES	COLLECTIONS	AR	90+ AR
March'10	720,113	338,768	788,354	102586
April'10	639,965	394,192	758,176	134957
May'10	674,623	425,628	718,010	113197



Month	90+AR%	Coll Rate
March'10	17%	58%
April'10	24%	59%
May'10	21%	59%



Issues encountered:

There were frequently more offsets and refunds with the insurance companies for various issues and for billing incorrect procedure codes in particular. These issues were analyzed in depth and a strategy was developed, implemented and monitored regularly to check whether the same is reducing the Patient AR. One of the important factors that favored reduction of the patient AR to a greater extent was the introduction of credit cards usage.

Patient left the practice:

When patients left the practice due to unforeseen circumstances, the insurance companies denied the claims as duplicates. We had to fight with the insurance companies to make them understand the situation and avoid taxation for the providers. Thereby we received payments for the patients who left the practice.

Filing limit exceeded:

When the claims were converted from different software to the software setup at ecare, we found that many claims had already crossed the filing limit. We identified such claims and explained to our client that those claims are non-recoverable and with their approval, we eliminated those claims and focused mainly on the receivable claims.

Coding Issues:

We researched intensively to formulate rules that can reduce the AR and eliminate the major issues arising due to incorrect coding.

Electronic Services:

We emphasized the benefits of having the Electronic Services (EDI, EFT, ERA and Remits) integrated to the client's set-up which they readily accepted and approved. Currently we are enrolled with ALL the carriers that have electronic services that can enhance the money flow and accuracy. Moreover we always work towards making the environment paperless which also contributes to higher levels of accuracy.

Benefits:

We have completely streamlined the whole process, resolved the issues and formulated new techniques to reduce the AR and have made this a stable account that consistently generates cash.