

Case Study – Internal Medicine, Full Service Billing

Client's collections increase as the number of services provided by ecare increases

Specialty	Internal Medicine
Service offering	Full Service Billing
Practice management software	Misys PM

Client Profile:

The client provides high risk member management services to health plans throughout the country. The client deals with Internal Medicine and their Physicians and Nurse Practitioners service over 500 nursing homes as well as skilled nursing facilities throughout the country.

This client used the service of another Vendor before choosing us in Year 2002. To start with, the client asked us to start providing billing service for their facilities located in New York as a trial. On experiencing our exceptional service, the client decided to utilize our services for all their facilities located in different states of the US.

Business situation & challenges

- Client had regular backlog in Charges.
- Budget constraints were preventing the Client from adding additional resources to handle insurance verification and eligibility check.
- Average AR Days was at 78 days.
- The Collection Percentage was a mere 39%.
- Client was using another vendor to handle the billing who was non-responsive and not proactive to changes happening in the industry resulting in poor handling of the Accounts Receivables.

ecare's Strategic Planning & Resolution

- Timely Entry, Audit and filing of Electronic claims helped to improve efficiency.
- Eligibility Verification Prior to entering Charges and timely follow up with Patients to obtain accurate Insurance Information. This resulted in clean claims and faster turn-around of payments.
- Proper review of front-end edits and immediate resubmission of corrected claims.
- Timely Follow-up on outstanding claims.
- Updating denials into the Practice system and appropriate action.
- Addressing Credentialing issues with Insurance Carriers and resolution.
- Providing frequent update on the current billing rules to the Team to avoid errors.
- Daily Batch completion and AR follow-up reports emailed to client.
- Daily and periodic reports provided to the client on the production, collections and flow of work etc.
- Registered on different Insurance website for online claim status checks to ensure faster and better control on the Accounts Receivables.

Benefits to the Client with ecare's medical billing solutions

- Multiple Submission of Clean Claims daily to Insurance Carriers
- Eligibility Verification at the time of Service helped the practice to collect Co-pay's immediately.
- Quicker resolution to denials brought the AR days down to 31 days.
- Collection Percentage increased to 53%.
- Global Issues were Identified and resolved immediately so that cash flows did not get affected.