

Podiatry Practice Increases Revenue by Outsourcing to ecare!



CASE STUDY – PODIATRY & DIABETIC FOOT CARE



ABOUT THE CLIENT

One of our individual practice providers, podiatry client based in Massachusetts specialized in Diabetic foot care and orthotics. They were one of the popular clinics in their area and usually attracted a diverse crowd of patients and from various payers.

Specialty	Anesthesia And Pain Management
Software (PMS)	PhyGeneSys
Service Offered	Coding



CHALLENGES

Major complaints of challenges faced by the podiatrists were

- Poor collections
- High Claim Rejection Rate
- Unresolved denials
- In-house billing team not comfortable working with the TrackNet EHR

They wanted to work with a team of medical billing experts who were experienced in working with TrackNet and specialized in podiatry coding.



STRATEGICAL APPROACH TO IDENTIFY AND FIX ISSUES

The traditional and time-tested workflow was applied to identify the reason for claim denials and low payments.

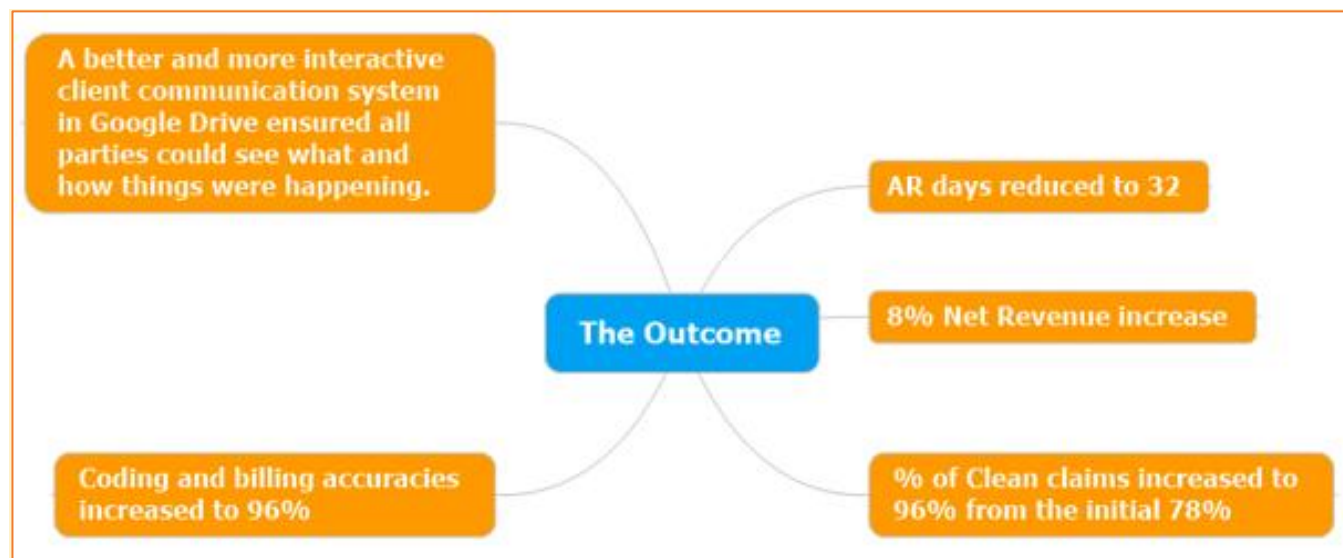
- ✓ A quick team of 3 experienced Analysts was assigned to ensure the release of claims to avoid timely filing and also to keep the payment flow intact.
- ✓ Patterns of denials and their root causes were analyzed and outstanding rejections and denials were prioritized and cleared for processing.
- ✓ Credentialing and Payor contracts were analyzed to identify payment patterns. Underpayments against the contracted rates were appealed and sent for reprocessing.



SOLUTIONS BASED ON ECARE'S STRATEGY

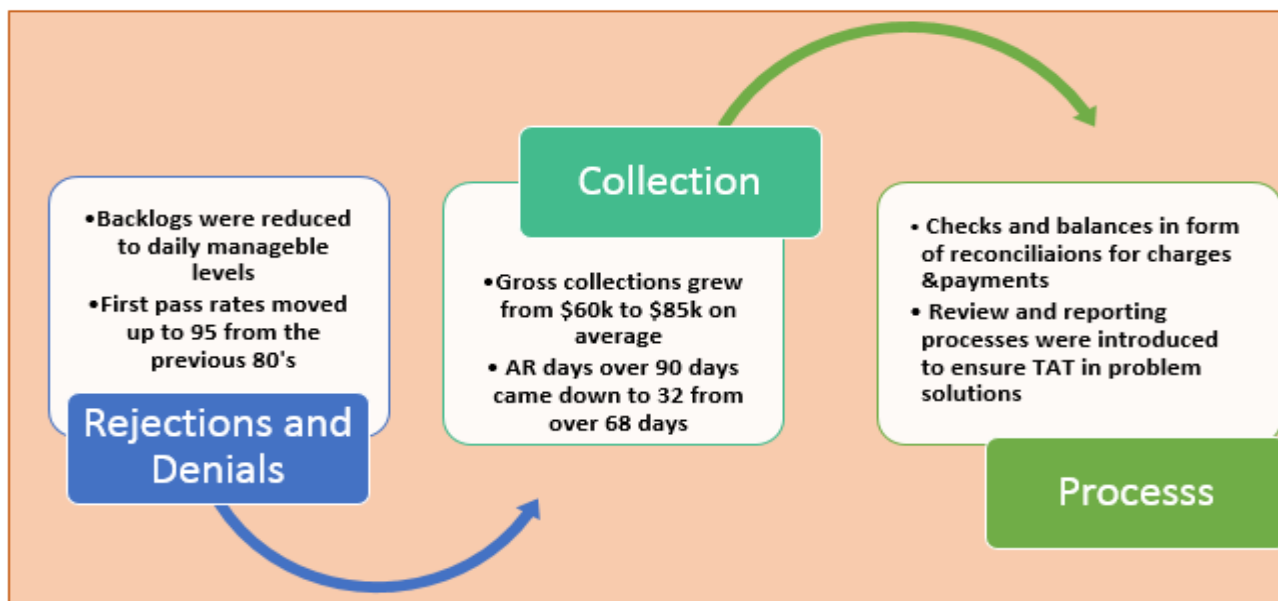
Our team identified the trends in the denials and presented them to the practice. This helped in curbing repeated claim denials and prioritize denials quickly for calling follow.

- ✓ Increase cleaner claim ratio from 78% to 96%
- ✓ Analyzing Credentialing contracts for rates resulted in collecting an additional \$20k from underpaid claims.



OUTCOME

By implementing suggestive methods, we were able to bring in significant increase in the overall collections and reduce AR pending from 90 days bucket drastically.



About ecare

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