We came across many interesting and intricate challenges in the process of stabilizing this account and they are listed below:

- Demographic data for this client. Initially, there were major issues with having the interface set up. Since the carriers were wrongly routed, incorrect insurance was being picked up. We identified this issue and escalated to the technical support team of the hospital, which readily took our suggestions and got it rectified.

- Charges were being picked up. We identified this issue and escalated to the technical and radiology client, there are many locum providers reading ultrasound procedure. So we had the Parser Program set, which helped in clubbing all files into one single file. This also helped in re-organization of claims.

- Insurance was being picked up. We identified this issue and escalated to the technical support team of the hospital, which readily took our suggestions and got it rectified.

- Following is the list of challenges we faced along with the solutions we came up with:

  **1. Issue**
  - Initially, we noted issues with the provider type/specialty (taxonomy) for CPT 76811. As per the guidelines, this procedure code is inconsistent with the provider type/specialty (taxonomy) for CPT 76811. As per the State guidelines, CPT 76811 and 76812 should be performed by maternal fetal specialist only and radiologists are not authorized to read this ultrasound procedure.
  - This way we became par with many of the carriers which falls under the umbrella of a PHO. For instance by contracting with Choicecare PHO, this case study is done based on our top client, contracting ourselves with such PHO was a beneficial process.

  **2. Issue**
  - We faced a lot of challenges initially with this client. Not only did we cope with them but also took steps to address them. The client benefited because he didn’t have to worry about handling the database set up and getting the providers enrolled. Also, meticulous planning and problem resolution capability of our team ensured consistent cash flows and an aging that is better than industry standards.

  **3. Issue**
  - Currently, we are entitled with all the carriers that have this facility. This has enhanced both the flow of money and accuracy. Also, we have made necessary changes to our master files so that secondary claims get outsourced electronically. We worked towards making the process as paperless as possible.

  **4. Issue**
  - Since we are handling coding for this specialty, we’ve resolved many coding related issues with the carriers. We’ve come up with a solution to ensure that the charging procedure codes with 76801 and 76805 according to the date of pregnancy and got them paid.

  **5. Issue**
  - We faced a lot of challenges initially with the client. Not only did we cope with them but also took steps to address them. The client benefited because he didn’t have to worry about handling the database set up and getting the providers enrolled. Also, meticulous planning and problem resolution capability of our team ensured consistent cash flows and an aging that is better than industry standards.