

# Clearing House Mistakes Impact Practice Revenue

## Ecare's RCA approach helps Collect Outstanding AR



### CASE STUDY – IMPACTS OF CLEARING HOUSE MISTAKES AFFECTING ACCOUNTS RECEIVABLES



#### ABOUT THE CLIENT

One of our FQHC client had accumulated Account Receivables resulting in a huge back log of aging AR and outstanding payments. With Ecare's E2E RCM services, they were able to clear the AR aging buckets with maximum reimbursements.

<b>SPECIALTY</b>	<b>FQHC – Multi Specialty</b>
<b>PMS</b>	<b>E- Clinical Works</b>
<b>SERVICE OFFERED</b>	<b>End to End RCM Services</b>



#### CHALLENGES

- Increased Accounts Receivables
- Payments pended by top Payers like BCBS
- Unable to Identify the reason for claims pended and rejected



#### ISSUES IDENTIFIED

Ecare engaged a team of Accounts Receivable Specialists and Quality check auditors with a strategical approach to do a complete "Root Cause Analysis" on the Clients Challenges. Based on our in-depth claim analyses and research we were able to identify that the issue was mostly with the BCBS Claims but our team also noticed that the clearing house status on these claims showed as "accepted" however the payments for the same was not received or was low paid.

Our team had to do a deep dive to further analyze the reason as to why the claims accepted by clearing house were getting rejected by the payor. After a complete cross verification of the complete claim processing and data verification, our team was able to identify that reason for claim rejection as the Clearing house used an incorrect payer id though the PMS- e-clinical works had the right payer id information, clearing house had mapped it incorrectly.



#### SOLUTION FROM ECARE'S EXPERTS

Upon identifying the root cause for claim rejection and AR accumulation, Ecare notified the client and the clearing house to correct the error and process the claims again which fetch the significant results:

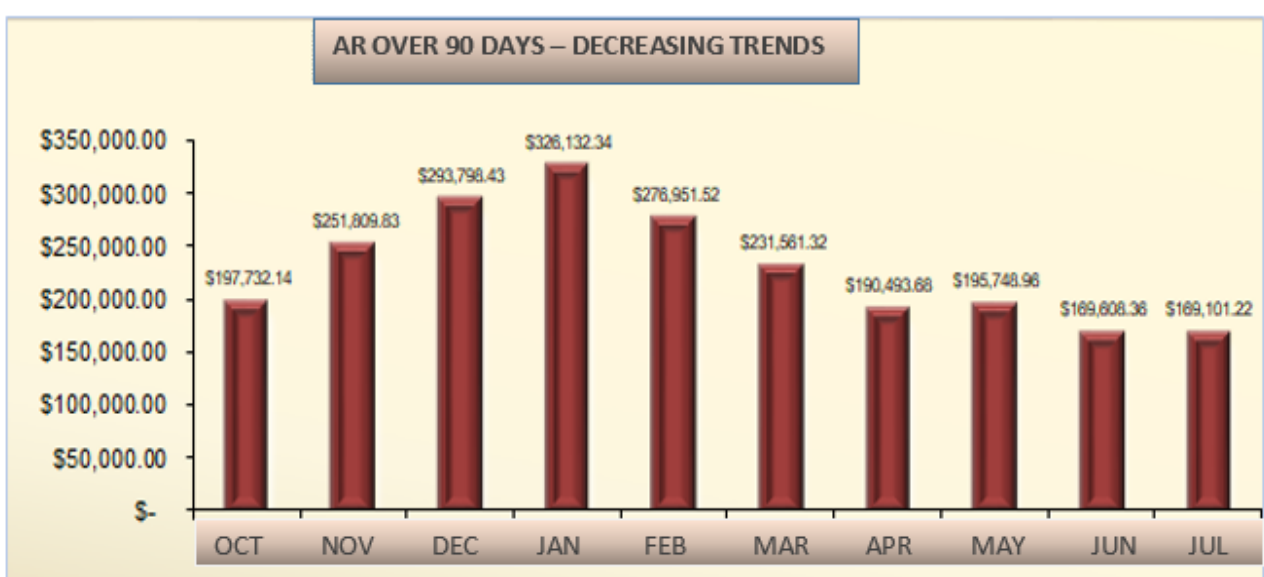
- ✓ Clearing house corrected the payer id data on their system
- ✓ Re-submitted all the pending claims for processing
- ✓ Followed up with BCBS for maximum collections



#### RESULT

Based on our Root Cause Analysis and our expertise solution, our client was able to process more than 300K pending claims and collect \$100K.

Shows below is the AR Aging (90+) claims counts with decreasing trends based on our solutions.



#### ABOUT ECARE

Ecare is a 20+ years old Medical Billing Company providing End to End Revenue Cycle Management Services to more than 100 clients across the U.S. FQHC billing is one of our top specialty and we have specialized billers and coders with experienced with FQHC billing. To know more on how Ecare can help with FQHC Billing log on to [FQHC Medical Billing Company - FQHC Medical Billing services \(ecareindia.com\)](https://www.ecareindia.com)

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