Case Study – Ecare's Streamlined Workflow Approach along with Google workflow Implementation fetches better results.

Client Profile

A renowned medical billing company based out of Dallas, Texas.

Specialty	Multi
Software	e-Clinical, Total MD, health fusion etc.
Scope of Services	End to End RCM Services

Client Challenges

➢ Process Inefficiency
➢ Communication Lag
➢ High Claim Denial ratio
➢ No proper Reporting and Tracking methodology
➢ Decreased Collections

Issue Identification and Ecare Solutions

This Client had messed up the billing and coding process with In-house and Outsourced team and did not have a clarity about the reason for Denials, Reduced Collections and also needed support with proper Reporting structures.

Ecare noticed that the client did not have a streamlined reporting structure and each scope and services were tracked without clarity. By bringing all these functions under a google sheet workflow, e-Care could provide a seamless, interconnected workflow solution that enabled the client not only to see all the coding in one place but also the entire billing and clarifications process which transformed email dependencies into an integrated workflow. By using the feature-rich google workflow we could connect the Physician, client, and billing office all in the same workflow.

Result based on Ecare's Services

Ecare focused towards the overall process enhancement by doing a deep analysis on each scope of services and establishing a streamlined approach which indeed was able to bring the following improvements

✓ Enhanced transparency in the Process connecting the Billing office, client, and the provider's office
✓ 80% reduction in the pending clarifications resulting in a 15% increase in collections, because of quicker client feedback on pending claims. Collection jumped from an average of 80k to 110k
✓ Quicker approvals for adjustment of non-covered procedures resulted in overall AR getting reduced across the aging buckets

Aging Comparison of April and June 2022

Month	0-30	31-60	61-90	91-120	120+	Total
Apr-22	$295,483.74	$210,035.62	$93,219.73	$113,817.31	$255,294.45	$967,850.85
Jun-22	$200,274.24	$133,259.27	$41,357.49	$37,260.74	$250,037.85	$662,189.59
	32$	-37%	-56%	-67%	-2%	-32%