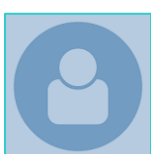


Urgent Care Practice Increases TFL and Cash flow With ecare's Coding Support



CASE STUDY – Urgent Care and E&M Services

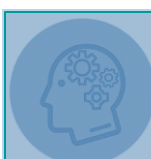


ABOUT THE CLIENT

Our Client serves close to 300-400 patients every month from their clinic situated in Texas and this includes Evaluation and Management services.

EM Levels- 99202 to 99205 and 99211-99215

Specialty	Urgent Care (UM)
Service Offered	Coding



CHALLENGES

- ❖ ecare identified a high number of claims were pended needing clarifications. On an average about 220 patients on a monthly basis were held back under the below categories:
 - Chart remains unlocked- meaning incomplete over a period.
 - Provider signature keeps missing and not done on time.
 - Incomplete documentation (Lack of physical examination and Face to face timing etc.,
- ❖ Reviewing and evaluating the log on a weekly basis consumed more time from the coder end while there were no major improvement provided from the physician on the documentation requirements. Leading to unnecessary delay in claim submission
- ❖ As these incomplete charts kept piling up, Claims TFL (Timely filing Limit) was exceeded leading to revenue loss or inconsistent cash flow.



ecare Strategies and Resolution

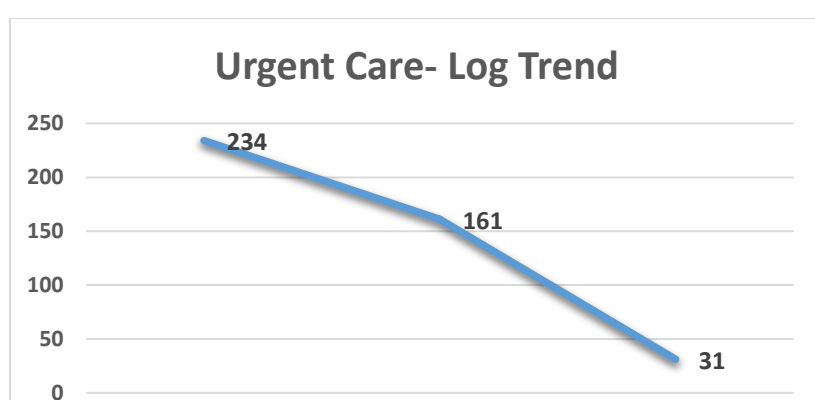
- ❖ Considering the above delays and revenue loss, ecare coders started to share the logs twice a week directly to the providers.
- ❖ The log shared with the providers highlighted the areas needing immediate attention to avoid revenue loss.
- ❖ As a part of compliance regulations, and to ensure increased revenue flow we educated the providers on clarification log trend on a weekly basis and the protocols to prevent it, which resulted in reduction of incomplete charts.



Achievements

Based on our inputs, provider started addressing the clarification log regularly and trend improved and opened the gate for increase in the revenue.

Urgent Care- Log Trend		
1	October	234
2	November	161
3	December	31



Technique Used:

Means- End Analysis: Tool that helps to identify the practical steps needed to solve a problem or to reach a desired state.



Conclusion

- ✚ Eliminating the clarifications, and thereby back and forth communications related to these clarifications.
- ✚ Saving the provider's time in addressing these issues.
- ✚ Billing the charges on a timely manner without any TFL and revenue impact.

About ecare

ecare – A premier Medical Billing and Coding company in India with more than 100+ Clients across the U.S. Ecare provides end to end Revenue Cycle Management solution with multi-specialty expertise. Ecare guarantees reduced operational cost and increased reimbursement.

To know more about ecare Call: 1-813-666-0028 | Website: www.ecareindia.com