Ecare helps fix "Podiatry Billing" Challenges & Generate More Revenue!

CASE STUDY – PODIATRY CHARGES AND CODING ISSUES

ABOUT THE CLIENT

Case Study done on one of our Billing Company based in Illinois handling Podiatry Specialty.

CHALLENGES

This client had multiple challenges in handling Podiatry Billing and was unsure of the root cause for the increasing claim denials affecting their monthly revenue flow.

- Delay in submitting claims due to Charge Lag
- Providers selecting incorrect DX in EMR

ISSUES IDENTIFIED

Ecare deployed experienced team of podiatry billers exclusive for this client to ensure all billing scopes are worked efficiently aiming towards increased first pass ratio and reimbursement ratio.

- ➢ Ecare identified that claims denied for untimely filing, were due to huge delay in provider signing the charts and some of the claims were submitted after filing deadline.
- ➢ Out team also found the reason for huge denials to be coding errors such as
  - Incorrect Coding
  - Invalid modifier
  - Diagnosis code not mapped correctly

SOLUTION BASED ON ECARES STRATEGY

Understanding the challenges faced by our client and after identifying the primary reason with our strategical approach our team worked out on a streamline process as listed below:

- ✓ As a first step, Ecare team shared the report to Doctors office with list of claims pending for Provider's signature. However, Ecare observed delay in progress of providers signing the charts on time, as they were busy in patient care.
- ✓ To further reduce the time it takes for providers to sign their charts and to prevent TFL-related denials, Ecare revised its strategy by sharing only a list of claims that are getting close to TFL highlighting the financial impact if delayed. This helped the providers to focus only on claims needing immediate attention which required them to spend less time clearing backlogs comparatively and more time concentrating on patient care. We followed a process where physician signing charts that delayed 25 to 30 days from.
- ✓ Our team verified the coding guidelines, LCD policy and notified the Coding related issues to Provider with corrective measures to avoid errors while updating the EMR
- ✓ We created a rule to fix the errors while validating and releasing the charges and shared with our client which resulted in reduction of denial percentage affecting claims with global procedures for office visit as Podiatry deals with major and minor surgery.

OUTCOME

Ecare was able to bring down the overall claim denial percentage with the above listed solutions given and the outcome was significantly visible as

- ✓ claim denials due to missed TFL was completely curbed
- ✓ Providers understood the need to map appropriate Diagnosis code in EMR

Claim validation helped increase cash flow and reduce denial percentage

ACHIEVEMENTS

Average collections of Oct-Dec 2021 was increased from $139K to $185K in Apr-Jun 2022 which is an increment of 33% in collections!

ABOUT ECARE

Ecare is one of the top Revenue Cycle Management Company in India providing Multi-specialty Medical Billing Services to more than 100+ Clients across the U.S. Our team is trained and experienced to handle any specialty or work on any medical billing software while guaranteeing maximum reimbursement. To know more about ecare and our services log on to Medical Billing Specialists, Medical Billing Services - ecare India

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