



This Client is a Multispecialty Medical Billing Company based in CA

About the Client

Our client is a specialty medical billing practice that focuses on providing revenue management services to wound care clinics dealing with patients suffering from chronic wounds, injuries, and post-surgery wound care. Our client has been in operation for several years and has built a reputation for its expertise in wound management. However, Our Client was facing a critical challenge related to backlogs in billing and coding, which was affecting their financial health and operational efficiency with one of their vendors



Service Offered: End to End



Specialty: Multi- Specialty



Practice Management System: CollaborateMD

Client Challenges :

Our client was experiencing significant delays in the billing and coding process, leading to backlogs and a host of associated issues.

- 1. Revenue Loss:** The delayed billing and coding processes caused revenue leakage as claims were not submitted promptly, leading to denied or delayed reimbursements.
- 2. Cash Flow Issues:** The backlog impacted the clinic's cash flow, making it difficult to cover operational expenses and invest in necessary improvements or staff.
- 3. Compliance Risks:** Backlog increased the risk of coding errors and compliance issues, potentially leading to audits or penalties.
- 4. Lack of transparency:** The client had analysed the problem also as a lack of transparency with regards to the resources deployed which was showing up in errors and backlogs



Ecure Identifies Root Cause:

To address the challenges and get deep down to the root cause, E-care implemented a comprehensive strategy that involved multiple steps and efforts involving Ecure team of billing and coding expertise to analyse and provide prompt solution:

Our teams analyses and efforts identified several factors to have contributed towards the billing and coding backlog issues faced by our client as listed below.

- Insufficient Manpower:** Major issue was not having and employing enough billing and coding staff to handle the increasing volume of patients and claims.
- Inefficient Processes:** Outdated or inefficient processes and technologies are being used in billing and coding, leading to delays. Backlogs in the payment posting process have inflated the AR and also delayed patient billing for their share of dues.



Ecure Solution



Based on the challenges and issues identified, Ecure team of expertise started working on the below solutions:





- ✓ Ecure started with establishing the communication protocols with the time-tested escalation matrix and point of contact.
- ✓ The as-is processes were documented, and we initiated the working protocols based on the learnings while processing the coding, and billing processes. These were shared with the client periodically to ensure the protocols had their authorizations.
- ✓ To improve the cash flow, the older pended services were prioritized first, followed up with working the rejections and denials received for the past claims.
- ✓ With Ecure's workflow of establishing payor portals as the key follow-up strategy, almost all the major payors started getting followed up faster, resulting in quicker turnarounds. Though it added work at both ends, the results are making everyone smile.

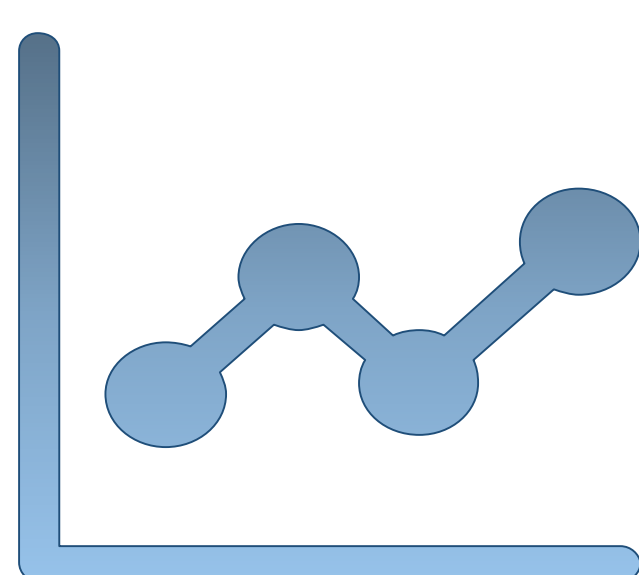
Process Optimization



Achievements

Benefits to the client with Ecure as its Outsourcing Partner:

-  The first month's collections exceeded marginally the historical average
-  The second month's averages changed dramatically to over a million dollars in collections from the usual \$400- \$ 450k a month.
-  This boost not only helped us see the results of an efficient use of processes and strategy but also established the confidence our client wanted to experience as a differentiator in billing services.
-  Within two months of Ecure's services, our client was extremely satisfied with our services and proposed to add more locations and volume to existing business.



About Ecure

Ecure is a 23 year old, leading Medical Billing Company in India. We provide end to end Revenue Cycle Management Solutions to 120+ clients across the US with experience over 35+ specialties.

Our Accounts Receivable team provides complete solution to address cash flow issues and guarantees maximum collections.

To know more about Ecure and our services log on to [Medical Billing Specialists, Medical Billing Services - ecure India](http://www.ecureindia.com)



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