Healthcare Revenue Cycle Management

Serving the U.S Healthcare Industry for over 20 years!
A partner should have both good experience and deep expertise in the area of Medical Billing. e-care has both — which can be leveraged for your organization.

- 100+ clients across 35 states in the US
- Operations team has more than 150 years of cumulative experience
- Focus on Healthcare Services only
- Offices in the US (Sales & CRM) and India (3 centers)
- ISO 9001 and 27001 certified
- SSAE 18 Certified

Established in the year 2000
20+ Years in the business and growing!
Are you working with the $ Genie?

Are you working with a Partner or a Vendor?

The key to successful Revenue Cycle Management is understanding all your practice’s revenue challenges. Our team will help improve profitability by monitoring, measuring and managing all those challenges while providing you understandable feedback on your progress.
How is a Partner Different?

- Keeps tabs on changes in rules and notifies client
- Learns best practices across various clients and uses them for benchmarking
- Gives feedback on process related improvements
- Takes up new service lines so that clients can leverage on business
- Assist clients in getting new business for mutual growth
- Evaluates Technology, Software, Tools etc. and gives feedback for adoption
- Provides insights on trends so that client can share with Practice
## e-care - Performance stats for 2021

<table>
<thead>
<tr>
<th>Category</th>
<th>Details</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Demo Entered</td>
<td>700,000</td>
<td></td>
</tr>
<tr>
<td>Payment posted (No. of Line-items posted)</td>
<td>&gt; 5.5 million lines</td>
<td>$ 1 Billion</td>
</tr>
<tr>
<td>Coding (No. of charts Coded)</td>
<td>&gt; 1.5 million</td>
<td></td>
</tr>
<tr>
<td>No. of charges entered</td>
<td>&gt; 400 million</td>
<td>$ 500 Million</td>
</tr>
<tr>
<td>Insurance Verification</td>
<td>550,000</td>
<td></td>
</tr>
<tr>
<td>No. of pages Indexed</td>
<td>&gt; 11 million</td>
<td>$ 500 Million</td>
</tr>
<tr>
<td>AR handled</td>
<td></td>
<td>$ 1.6 Billion</td>
</tr>
<tr>
<td>Value of Payments posted</td>
<td></td>
<td>$ 500 Million</td>
</tr>
</tbody>
</table>
Revenue Cycle Management Process

1. Demographics Entry
2. Coding & Coding Audits
3. Charge Entry & Claims Scrubbing
4. Payment/ Denial Posting from EOB/ERA/Remits
5. Denial Management & Appeals
6. Claims Transmission & Handling Rejections
7. Secondary Billing
8. A/R Follow-up

The process begins with Demographics Entry and concludes with A/R Follow-up.
Want To Expand Your Business?

GOT A NEW PROSPECT ON A BILLING SYSTEM OR SPECIALTY THAT YOU HAVE NOT WORKED BEFORE?

Best Offshore Medical Billing Company

Do you mean: e-care India?

e-care has expertise with more than 30+ different Billing Software. Our clients regularly leverage our expertise to sign-up new clients.

e-care will not only help you with your existing client billing, but also on a prospective client with a new Specialty.

e-care’s experience handling 35+ specialties will supplement your Specialty mix and expertise.
See what our clients say!

E-care has enabled us to quickly add new services for our clients with minimal startup time and cost. They also enable us to deliver expertise to our clients in a fashion and in arenas that we would simply not be able to provide in-house.

“Our experience with the e-care Team has been extremely positive! While significantly reducing our cost of doing business, e-care’s professionalism and efficiency has been unsurpassed! I would highly recommend them to any business.”

In 2001, we partnered with e-care India Private Limited for certain support services, such as data entry, A/R follow up, payment posting and numerous additional services.

During this period, while we have had to end relationships with other BPO companies, we continue to be extremely pleased with our working partnership with e-care. Their level of service remains efficient, effective and superior to other similar companies providing these services. We will continue to rely on its partnership with e-care for the continued growth of our company and to ensure our ability to continue to provide levels of service which exceed national benchmarks.

In closing we strongly recommend that you seriously consider e-care as a potential partner and provider of BPO services for your organization.

Our client in Frankfort, Kentucky

Our client in Tampa, Florida

Our client in Louisiana

OUR CLIENTS ARE NOT JUST SATISFIED, THEY ARE HAPPY...
**Value Added Services**

- Pre Authorization/ Prior Certification – Federal, State and Commercial Payers
- Insurance Eligibility/ Benefits Verification – Basic and Advance Verification through both Websites and Calling
- Provider Credentialing - Medicare (Paper/online), Medicare DME, Medicaid / CAQH / Multiplan, Commercials and Workers Comp
- Medical Record Review / Code Abstraction / Chart Summarization – Summary of past Medical Records
- Patient/ Appointments Scheduling, Patient Call Handling etc.

**Pre-Encounter Services**

- Pre Authorization/ Prior Certification – Federal, State and Commercial Payers
- Insurance Eligibility/ Benefits Verification – Basic and Advance Verification through both Websites and Calling
- Provider Credentialing - Medicare (Paper/online), Medicare DME, Medicaid / CAQH / Multiplan, Commercials and Workers Comp
- Medical Record Review / Code Abstraction / Chart Summarization – Summary of past Medical Records
- Patient/ Appointments Scheduling, Patient Call Handling etc.

**Post-Encounter Billing Services**

- Coding – ICD-10, CPT, HCPCS, CDT
- Coding Review – HCC, DRG, HEDIS, MIPS
- Charge Entry
- ERA/Manual posting, Reconciliation
- Automated Claim status services
- Insurance AR follow-up, Denials, Appeals
- Old AR evaluation, Re-filing, Appeals, Completion
- Underpayment Recovery Services, Contract Modeling

**Solutions – A Step Ahead**

- EDI Set-up - 276/277 (Claim Status) and 270/271 (Eligibility and Benefits verification)
- Indexing – Filing Paper Medical Records in Document Management System or Practice Management System
- Data Migration – Legacy to new PMS while migrating from one billing software to another
- Customized Reporting – Weekly Clarification Logs, Monthly Review Presentation, Reports taken from Work Flow Management Tool
- Claim Audit Services, Remote Patient Monitoring, Chronic Care Management
- Interim-Provider Credentialing, Quality Credentialing, Invoice Compliance, Recruitment Process Outsourcing, Payer Enrollment etc.
<table>
<thead>
<tr>
<th>Major Specialties handled</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anesthesia / Pain Management</td>
</tr>
<tr>
<td>Ambulatory Surgical Centers (ASC)</td>
</tr>
<tr>
<td>Behavioral Health / Psychiatry</td>
</tr>
<tr>
<td>Cardiology/ Chiropractic</td>
</tr>
<tr>
<td>Dental</td>
</tr>
<tr>
<td>Dermatology</td>
</tr>
<tr>
<td>DME</td>
</tr>
<tr>
<td>Emergency Room</td>
</tr>
<tr>
<td>Endocrinology &amp; Diabetes</td>
</tr>
<tr>
<td>Family Practice / Internal Medicine</td>
</tr>
<tr>
<td>Gastroenterology</td>
</tr>
<tr>
<td>Hematology &amp; Oncology / Radiation Oncology</td>
</tr>
<tr>
<td>Hospitalists</td>
</tr>
<tr>
<td>Infectious Diseases</td>
</tr>
<tr>
<td>Microbiology</td>
</tr>
<tr>
<td>Neurology</td>
</tr>
<tr>
<td>Nephrology</td>
</tr>
<tr>
<td>Ophthalmology/ Optometry</td>
</tr>
<tr>
<td>Otolaryngology (ENT)</td>
</tr>
<tr>
<td>Obstetrics/Gynecology</td>
</tr>
<tr>
<td>Orthopedics</td>
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<tr>
<td>Pulmonology</td>
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<tr>
<td>Podiatry</td>
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<tr>
<td>Pediatrics</td>
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<tr>
<td>Pathology/Lab</td>
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<tr>
<td>Physical Therapy and Rehabilitation</td>
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<tr>
<td>Radiology/Imaging Center</td>
</tr>
<tr>
<td>Rheumatology</td>
</tr>
<tr>
<td>Surgery</td>
</tr>
<tr>
<td>Urology, Urgent Care</td>
</tr>
</tbody>
</table>
Expertise on Major Billing Platforms
Compliance and Information Security

**PHYSICAL SECURITY**
- Paperless environment
- Confidentiality Agreement
- Triple layer Access Control – ID & Access card and Bio-metric
- CCTV Monitoring
- No Mobile Phones inside work floor for Agents and Supervisors

**NETWORK SECURITY**
- Restricted Internal email, Server level folder access
- Automatic system-lock when inactive
- Restricted Internet access incl. web based email services, viz. Gmail, Yahoo, Hotmail etc.
- Unique user credential for employees to access systems
e-care India is ISO 9001:2015 and ISO 27001:2013 certified
SSAE 18 Certified
A Partner should have the capability to continue key services even during Emergency situations!

**Disaster Recovery Center**

A benefit of working with a Partner is to have a Disaster Recovery Center which will continue to operate during Emergency situations.

**Located 400 Miles Away**

e-care provides Disaster Recovery and Business Continuity from its 3rd center located 400 miles to the south from the other 2 centers.

**Independent Center**

This center is independent, and can handle critical work when the main centers are down due to Natural calamities.
Quality – Our Main Concept

- Effectively maintaining the Quality Management system
- Benchmarking for continuous improvement and achieving Six Sigma levels
- Ongoing Training and Development (T&D) of staff
- Rigorous quality control (QC) through every step of the process workflow
- Granular tracking of error rates and production efficiencies
- Treating repeated errors as ‘red flags’, identify and effectively correcting the root causes
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