Family Practice Witness Highest Collection Records with Ecare's Billing Support!
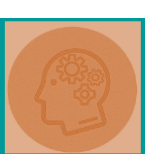
e-care india

CASE STUDY – Reduce Anesthesia Claim Denials

ABOUT THE CLIENT

A family practice based in Florida had set up EMR for the first time when we started working for them and needed assistance understanding the new concept

Specialty	FAMILY PRACTICE
Service Offered	COMPLETE RCM SERVICE
Practice Management Software	MYSIS TIGER

CHALLENGES

➢ Understanding Electronic Medical Records was a challenge
➢ Claim Denial Percentage was at peak affecting practice Revenue

ISSUES IDENTIFIED

This client was completely novice on how EMR is process and their claim process methodology was not effective to ensure claim submission. Ecare engaged a team of experienced analyst to do a complete analyzes and understand the root cause of the practice challenges and identified the below issues.

➢ Collection Issues which lead towards total outstanding AR of $532k of which Insurance Accounts Receivables were $380k and Patient AR of $152k.
➢ Our team also found that 90+ days AR was close to 65% of the total outstanding
➢ Patients Accounts receivables were totally a mess and no patient's statements were generated in the proper duration

SOLUTION FROM ECARE'S EXPERTS

A dedicated account manager was assigned for this client along with a team of experts for each and every scope of work to stream the process with the below steps

✓ Our accounts managers got on a teleconference to provide clear insight to the client on how EMR worked
✓ Charge errors were reviewed and billing rules put forth in order for the office to correct their mistakes. The charge errors were mainly due to the inappropriate usage of modifiers, procedure codes etc. So, appropriate coding rules were also formulated.
✓ Some charges were not filed to the insurance carriers at all, due to some technical snag in the system, which were identified and rectified.
✓ Electronic Submissions and retrieval of rejected reasons were analyzed in detail and % of rejections was reduced by making the client aware of the mistakes.
✓ Patient's statement schedules formulated and started the process of generating patient statements at regular intervals. At times, all the four bill cycles were audited and generated to avoid increase in AR.
✓ Patient AR policies were designed to suit the best of this practice.

✓ Claims with lesser timely filing limit were identified, their denials analyzed and appropriate appeals handled with the medical records.
✓ Patient's co-payments were allocated incorrectly and these were identified and rectified.
✓ Outdated diagnosis codes kept generating by the system in default, which was identified and fixed with the help of the software team.

✓ Frequent error reports, missing ticket reports, future appointment cases mailed to client to have a clear track on their office activities, patients flow and missing charges.

OUTCOME & ACHIEVEMENTS WITH ECARE SERVICES

Our client was benefited with the highest collection within 5 months of Ecare started handling end to end Billing Services for them. Below table shows the collection rate:

Month	Charges	Collections	Total AR	90+ AR	90+%	Coll Rate
Feb	161,412	95,824	155,898	257,236	17%	31%
Mar	187,586	105,615	161,408	293,202	19%	32%
Apr	177,322	102,166	161,331	279,488	21%	32%

Collections Progress

Collection & Accounts receivable rate
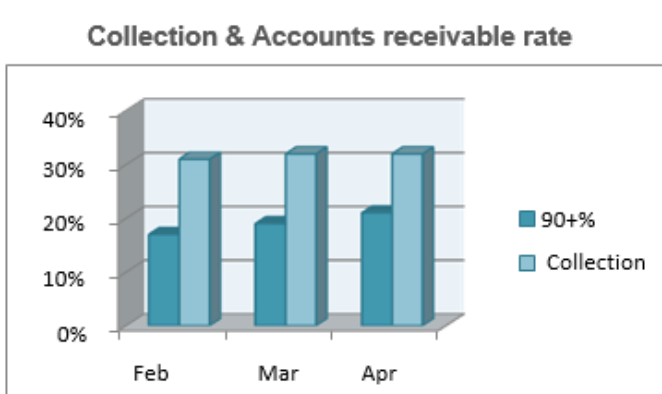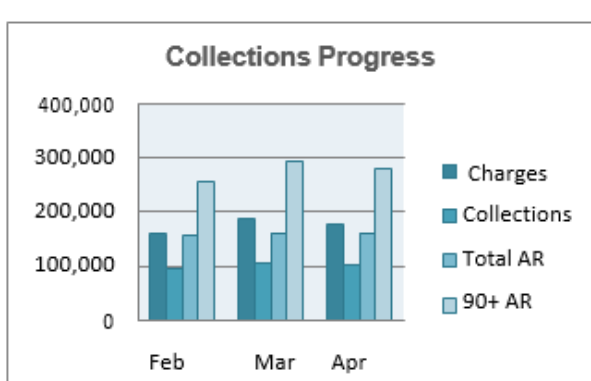
Key Achievements:

- Current AR total reduced to $155K
- Insurance AR decreased to $100K from the huge pending of $380k
- Patient AR was brought down to less than $ 50K
- Collection percentage increased from 120k to 133k - 150k
- Current AR days were only 26 days old

ABOUT ECARE

Ecare is a 23 year old Medical Billing Company providing onshore and Offshore Billing Services. With expertise of more than 35+ specialties and various billing software. Our team of Medical Billing experts and certified coders have the skill set to deliver best quality. To know more about Ecare Call: 1-813-666-0028 | Website: www.ecareindia.com