

Case Study on Full Service Billing

The Client Profile

A Full Service provider of Revenue Cycle Management services to doctors and hospitals across Florida initially handling over 1000 claims per day.

The Challenge

The customer approached Dpro Technologies for outsourcing Full Billing Services. Our customer was facing the following problems:

- Sharp decrease in collections
- Increase on operational cost (salary and other expanses)
- No proper coding
- AR was in bad shape
- No proper follow with insurance.
- Claims were not processed in 24 hours
- In-house billers were providing poor quality work
- Threat of losing the clients

When our customer approached us with these problems, we promised to show the customer an improvement in all the above areas.

The Solution

We initiated the following steps to improve the productivity and collections for this client:

- Assigned a dedicated team with account managers and client relationship managers consisting of Medical Coders, Billers, AR Analysts and AR callers improving quality.
- 24/7 support services were provided increasing timeliness. We processed all the claims within 24hrs and secondary claims were submitted immediately after we receive the primary EOB. Any claims more than 25 days were followed up. Aggressive follow up and corresponding actions were taken for low paid and denied claims. We reduced AR and brought it in line with Industry Standards.
- Provider enrollment verification was done with all the major insurance carriers and we guided them with the Provider & Payer Enrollment process of the new clearing house

- Our coders identified the correct procedure & diagnosis codes for the service provided by the physician, which increased their revenue (both insurance and patient).
- Since there were no proper reports from the existing clearing house, we assisted our customer change the clearing house vendor, who is providing all the status reports online.
- We re-designed the provider's standard forms like Superbill, Assignment of Benefits, Standard Disclosure, Patient Medical History forms to increase efficiency and accuracy.
- On behalf our customer, we generate and prepare all the reports requested by the provider's office.

On top of these benefits the client has also seen:

- A substantial reduction in operational costs, by reducing staff and office expenses.
- An increase in business as they are now able to focus on marketing.