

# Case Study on Accounts Receivables, Verification of Benefits and Payment Posting

## ***The Client Profile***

A rapidly growing billing company situated in New Jersey.

## ***The Challenge***

Trying to staff for rapid and unpredictable growth was a challenge, so the ability to draw on an available pool of qualified people to supplement in-house strengths led the client to outsource. The customer asked DPRO Technologies to handle their

1. Account receivables
2. Verification of Benefits
3. Payment Posting. The average volume we get for cash posting on a daily basis will be 30 to 40 files with 2000 claims on a day.

## ***The Solution***

We took the following initiatives to improve the customer's productivity and collections:

- We provided the customer with a dedicated team and account manager.
- The team at DPRO consisted of full time AR experts and cash posters.
- We developed an effective process for verifying the patient benefits on time.
- We maintain the records of the issues we face daily and try to resolve at our end.
- We developed a Quality control process to cross verify the files which were posted by the posters in DPRO to avoid any errors from the client end.

As a result, the client gained the following benefits by outsourcing to DPRO Technologies:

- We delivered the files without any delay.
- Our aggressive AR follow up resulted in increased cash flow
- Collection calls are completed on the same day.
- From the customer's end, they did not have to face problems of backlogged claims as they could quickly ramp up qualified staff through Dpro.
- There was a sharp reduction in administrative costs and an increase in operating efficiency.