

Case Study on Demographic and Charge Entries

The Client Profile

A billing company with several clients who was unable to meet the demands of their largest client. Their client was the largest, private community health center situated in Chicago, Illinois operating 40 health centers and two dental health center and servicing nearly 230,000 patients annually. They are a multi-specialty facility, the major specialties being Primary Care, Pediatrics, Internal Medicine, Child Adolescent, OB & Gynecology and Immigration.

The Challenge

They could not handle their charge and demographic entries efficiently because:

- a) The billing was never completed within 24 hours
- b) This created a cash flow problem due to the delay in submitting the claims
- c) The in-house billers were turning out poor quality work
- d) They lacked Medical Coders

The customer asked us to use their in-house to carry out their work. The medical billing team at Dpro Technologies was cross-trained over the phone on how to use this practice management software.

The Solution

Dpro:

- Turned around the billing within 24 hours, processing up to 65,000 claims a month that is verified through Nebo Systems. NEBO provides real-time access to insurance eligibility and benefit information, including effective dates, benefit caps, co-payments, deductibles and other essential information for commercial and government payers.
- Resolved the cash flow problem with speedy submissions
- Increased collections and provided accurate determination of patient co-pay and deductibles.
- Accurately set patients coverage expectations, thereby enhancing overall patient satisfaction and minimizing the risk of uncollected balances
- Deployed our specialized Medical Coders to accurately code the handwritten CPT and Diagnosis descriptions for the maximum re-imbusement
- Provided our online reporting system to provide the client with 24/7 access to the production status

The medical billing team at Dpro Technologies was cross-trained over the phone on how to use their in-house software, their new practice management software. We set up a well-defined process, so that

we could quickly incorporate updates or changes within 12 business hours and conducted 2 levels of Quality Assurance to ensure that we maintained an accuracy level of 98-99%

We have been successfully working with this customer for the past 3 years and they are so happy with us they have outsourced their entire payment posting work to Dpro. They have also overcome the problems of employee turnover and ***while saving more than 45% of their operating cost.***