

CASE STUDY

We Helped a North Carolina based
Orthopedic Specialty Streamline
Their Billing and AR Services



Client

The client is a North Carolina based healthcare provider with over 500 beds and specializing in orthopedic treatment

The Requirements

The client wanted to establish an all-inclusive medical billing solution to meet NUCC, CMS, and HIPAA regulated standards. The client was also looking forward to meet insurance firm's processing and policy requirements.

Challenges

We had to meet the cliental requirements by assisting them in tackling the following challenges:



Generating paper and electronic claims in a timely manner



Accurate and on time charge entry



Encouraging private and government health insurance plans, by various ways such as co-pay, guarantor etc.



Assist in conforming to applicable standards such as standard procedure CPT, HIPAA etc.

Solution

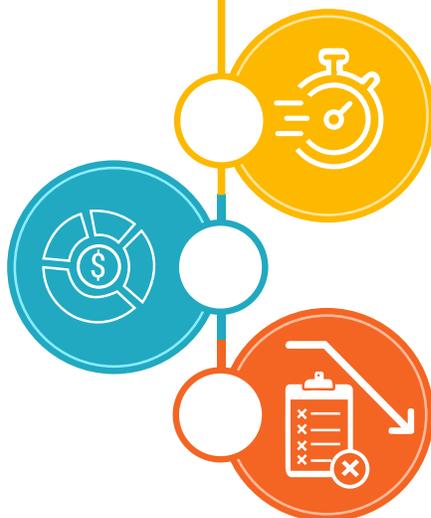
We developed a billing solution catering to all the cliental requirements. The solution encompassed the following:

- ✓ We coordinated with doctors to record information on patient services and sent it to payers
- ✓ Meticulous attention was paid to maintain information on co-pay, facility, case and accident.
- ✓ Claims were generated in a format conforming to NUCC
- ✓ A quality team was created to review the bills generated.
- ✓ The minor services provided along with the CPT were posted in the modifiers
- ✓ We also enabled Electronic claim transmission, patient statement and recordings
- ✓ On the basis of the transaction type, the payment of insurance, adjustment of debit or credit, denial or transfer and write off could be carried out
- ✓ Charge capture were carried out with accuracy

Benefits

Our solution served as a long-term answer to their woes.
It enabled the client:..

Provide insights on the receivables so that it could be actively followed up



Streamline the billing process and enable doctors get paid accurately and on time

Reduce denial by **30%** in the first 3 months



If you too are looking for reliable patient billing and coding service provider, contact us now

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