



How VISION helped reduce AR of a client from 4.5M\$ to 0.5M\$ - A Case Study

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Background

- ❏ Client: Pain Management Group Practice in Ohio
- ❏ VISION started AR follow up in November 2008
- ❏ VISION was awarded contract for complete Revenue Cycle Management in June 2009

Business Challenges

- ❏ There was a large no of unpaid claims and the total unpaid amount (AR) was 4.5M \$
- ❏ 1500 Medicare claims had been rejected at the clearing house level and nobody had worked on them.
- ❏ In-house billing team was not able to do a timely follow up of unpaid claims.
- ❏ AR data had not been analyzed and follow up was without any strategy. AR report printed on paper was being used.
- ❏ A large no of Payers were still being billed on paper.

Our Approach

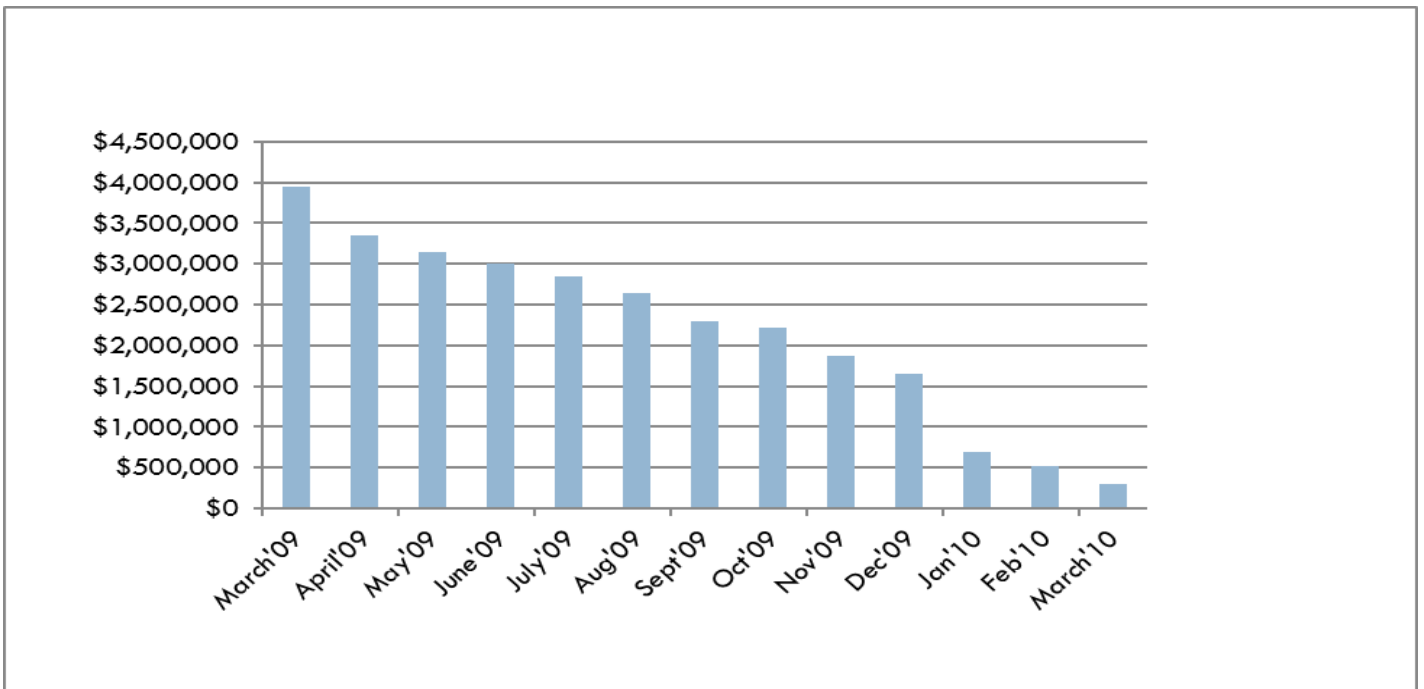
For taking care of the huge AR of the Pain practice, Vision adopted a multifaceted approach and attacked the issues from different angles.

- ❏ Deployed a team of dedicated and experienced AR agents to find out the current status of claims – from payer websites and calls.
- ❏ The agents were trained and instructed to not only take the status of the claim but also carry out the required action to resolve the issue, if any.
- ❏ Immediately took charge of the rejected Medicare claims. Corrected and refiled them.
- ❏ Developed in-house proprietary software for the use of AR agents. The software helps
 - ❏ The AR Manger to filter claims on multiple attributes and analyze the data and then plan a strategy for follows up so that maximum amount can be collected.
 - ❏ Allow the agent to see the follow up history of each claim and also enter current status and resolution required.
 - ❏ Allow the AR Manager to monitor productivity and efficiency of his team.
- ❏ Enrolled the practice for Electronic Billing for all payers who offered Electronic Billing in 2009.

Results

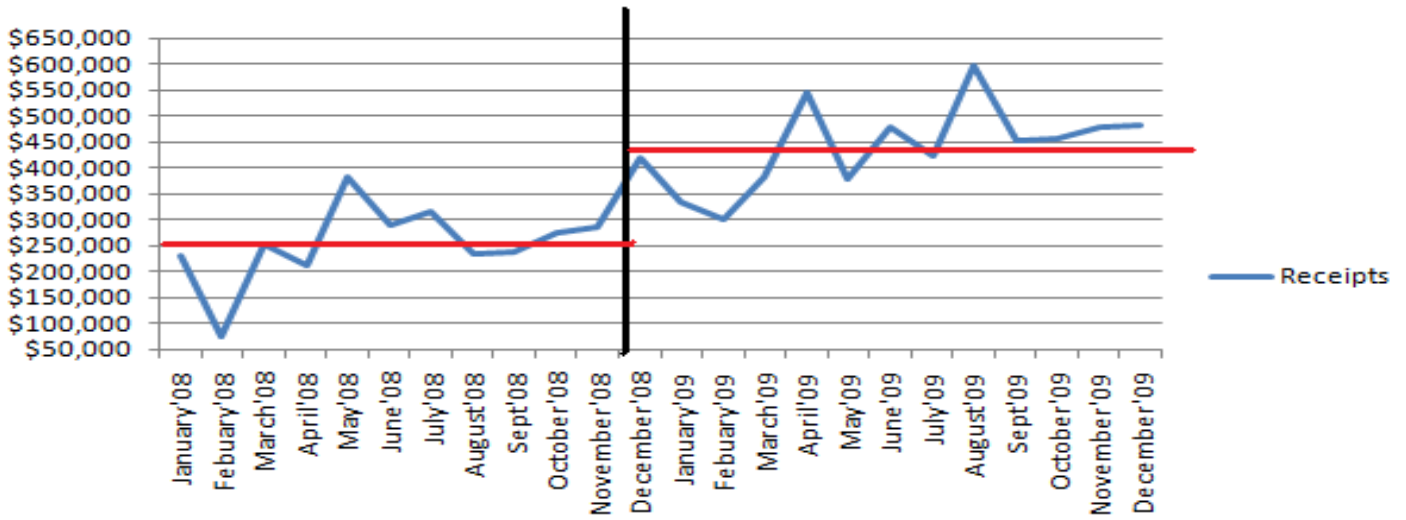
- ✚ Within 12 months, the Accounts Receivable had reduced to 500,000.
- ✚ Collections increased from \$250,000 to \$440,000 a month on an average
- ✚ Charges billed increased from an average of \$1,200,000 a month to \$1,450,000

Accounts Receivable

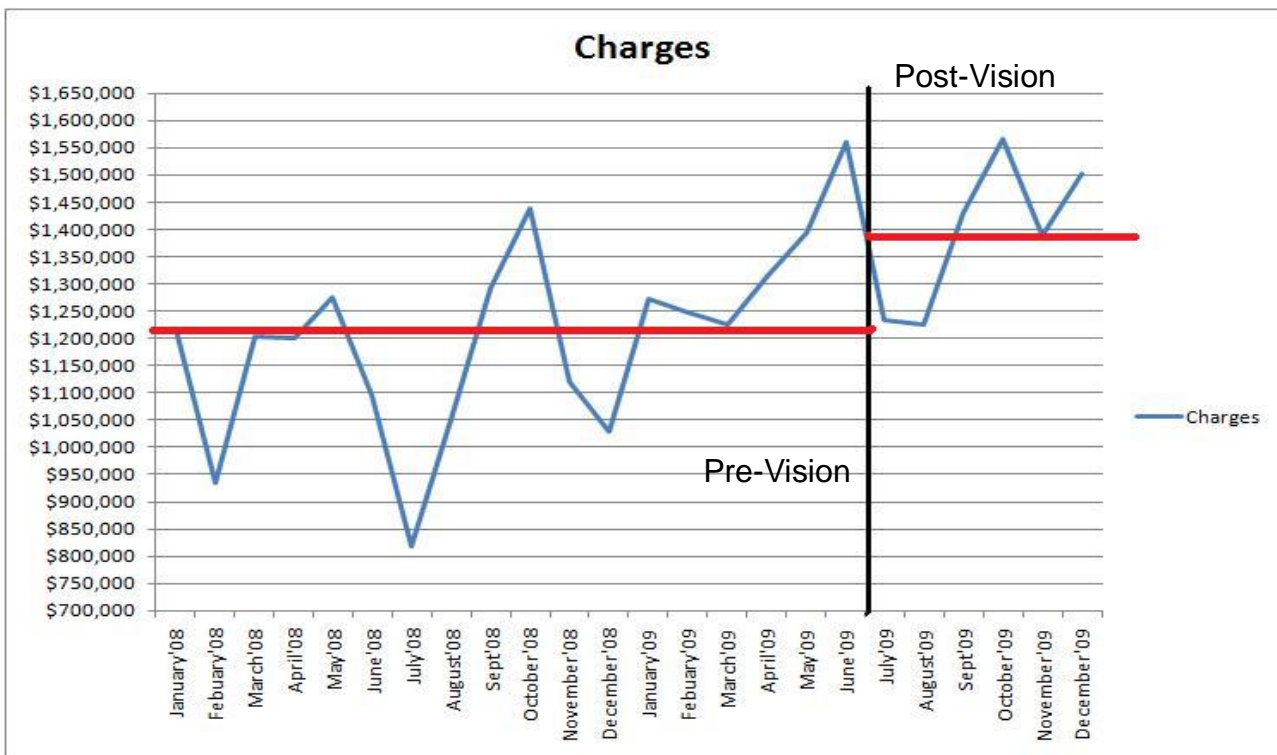


Reduction in AR > 120 days over a 12 month period.

Receipts



Charges Billed



Technology and Extra Effort