

# Case Study:

## End-to-End RCM–Migration–Large Out of State Physician Group Helps Providers Maximize Reimbursements



**Client:** Large physician group helps providers maximize reimbursements on out-of-network bills, reduce the need to collect large balances from patients on bills, and eliminate the hassle of dealing with insurance companies.

### Challenge

- Migrate (EPM) from CPSI to Kareo on all the tasks including charges, billings, rejections, payment postings, and denials management.
- Claims submissions, rejections, payments, denials and old AR liquidations.
- SLA enters charges within two business days, billing lag to be maintained.
- AR addressed at 45 days from aging.

### The GeBBS Solution

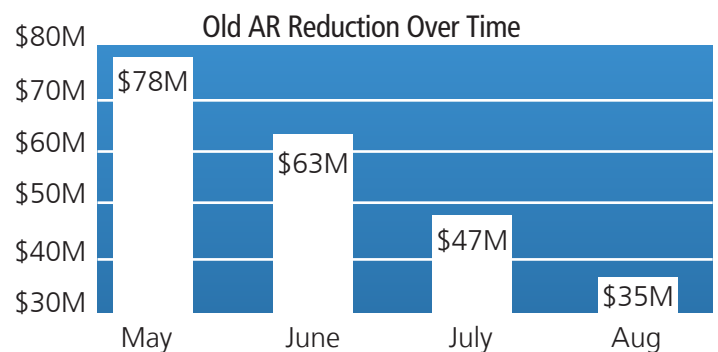
- Implemented high-level status report to track charge review from new EPM and the rest of the tasks from the prior EPM.
- Reconciliation report was prepared to track charges and payments for CPSI and Kareo and both EPM's.
- Payment reports were properly monitored as segregation of payment for OLD and New EPM.
- Dedicated team was assigned to denials, rejections, old AR claims.
- Created strategy for CPSI AR to wind-down AR project, shared reports with clients with global issues and controllable denials were fixed.
- Shared a dashboard which provided AR production - AR, charges, and payments.
- Provided client reports for 90+ AR, payment reconciliations, and denials within TAT.
- Initially, rejections were high due to missing taxonomy, the team researched and fixed.
- Medicare cost report identified (\$5M) and escalated to the client for resolution.
- Global issue on Amerigroup offset cases (\$3M) discovered and resolved.

### Results

- Old AR saw a reduction from \$78M to \$35M in four months.
- Based on the performance of overall end-to-end process, the client added two more clients.
- We collected around \$4M from the old AR.
- We maintained the current task in Kareo and all SLAs were met.
- New EPM denials worked within 5 days from the date of posting and AR was addressed from 45 days from the date of aging and claims worked on a 30-day cycle.

### End-to-End RCM Solutions At a Glance

- PMS/EMR System and RCM Process Implementation
- Scheduling, Eligibility Verification, and Pre-Authorization
- Medical Coding
- Claims Submission (Use your clearinghouse or a partner of ours)
- Accounts Receivable (A/R) Management
- Credit Balance Resolution
- Customer/Patient Access Solutions



Learn More About GeBBS End-to-End Revenue Cycle Solutions  
**Contact Us Today!**

**GeBBS Healthcare Solutions, Inc.**

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# Case Study:

## Leading Pediatric Multi-Specialty Group Optimizes Billing with GeBBS Healthcare



**Client:** A leading provider of Health Information Technology (HIT) Solutions and Services based in Miami, FL. Apart from having an in-house operations in Bangalore India, they wanted a provider of revenue cycle management that delivers a world-class infrastructure of highly skilled professionals, robust processes, and proprietary workflow engines.

### Challenge

- Reduction of AR.
- Denials management/inventory tracking, referral management, and accounts receivable.
- Wind-Down Inventory for a quick resolution.

### The GeBBS Solution

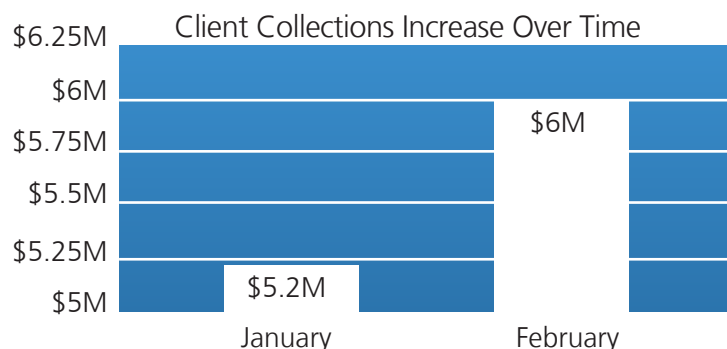
- Know your Inventory (KYI): A process was initiated to strategize AR once a week, including a published execution plan.
- KYI enables you to know where inventory is and where AR needs to systematically put efforts to enable cash and clean ups.
- Priority one focused on accounts nearing timely filing limit.
- Inventory strategies per Quarter (Q1 – top 25% of Inventory, Q2 – Next 25% of Dollar Value followed by Q3 and Q4).
- A clear WFM plan was rolled out on a number of resources as required per workload.
- Plan of attack was addressed two times for new inflow of inventory every week to ensure consistent reduction of AR days and Open ATB.
- KYI/WEP solutions enabled us to strategize, drive and deliver consistently by reducing AR days and boosting collections.

### Revenue Cycle Management At a Glance

- Accounts Receivable (A/R) Management
  - › Manages over \$7 billion is A/R every month
- End-to-End RCM Solutions
  - › Scheduling, Eligibility Verification, and Pre-Authorization
- Credit Balance Resolution
  - › 150+ experienced credit balance analysts
- Denial Management
  - › Expedite insurance company payments
- Extended Business Office
  - › System agnostic with extensive experience on all major hospital and physician billing systems

### Results

- AR days were reduced 56 days from 90 days; all denials addressed in TAT by 5 business days.
- Clean-up project was completed and delivered within TAT.
- Client collections increased from \$5.2M to \$6M, a 20% increase in collections.
- Client allocated new scope and converted wind-down to regular flow inventory.



There's Strength in Numbers, Improve Accounts Receivable with GeBBS

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