

Case Study: Accounts receivable

\$11+ M collections achieved within six months



Client Background and Context

Largest independent provider of home care management solutions with 2,100 workforce across 70+ locations. Client was -

- Facing billing issues resulting in denials / partial payments including accumulating aged AR
- Facing branch specific issues in terms of cash collection & delayed follow up on denials
- Looking for partners to manage AR portfolio with focus on improving process, clearing backlog and meet stringent SLAs



Solution



Implemented proprietary tools (iAR, SAAG and resolution strategy) to understand baseline & design execution plan



Deployed 110 in-house FTEs including subject matter experts



Targeted SWAT teams for addressing high dollar accounts & Aged AR nearing TFL/AFL Timelines



Impact Delivered

Performance



90% Net collections rate



5 days TAT by referred date vs. baseline 90 days from denial post date



90%+ reduction of client onshore assistance required (35% -> 2.5%)

Financial



\$11+ M collections achieved within 6 months (30%+ of total AR actuals)