

Durable Medical Equipment (DME) & Home Medical Equipment (HME) Revenue Cycle Management Solutions

DME and HME providers operate in one of healthcare's most operationally demanding reimbursement environments—complex documentation, frequent authorization delays, evolving payer rules, denied claims, and extended A/R cycles all put cash flow at risk.

GeBBS Healthcare Solutions delivers technology-enabled DME and HME revenue cycle solutions that combine AI-enabled workflow automation, analytics, and specialized billing expertise to improve reimbursement accuracy, accelerate collections, and reduce administrative burden across the order-to-cash lifecycle.

GeBBS Supports Providers Across High-Value DME Categories:

- Respiratory (oxygen, CPAP/BiPAP, sleep therapy)
- Prosthetics & orthotics
- Orthopedic & mobility equipment
- Complex rehabilitation technology (CRT)
- Seating and positioning systems
- Pediatric and bariatric mobility
- Hospital beds and patient lifts
- Wound care and negative pressure therapy (NPWT)
- Diabetic supplies
- Patient monitoring and safety equipment
- Adaptive and assistive equipment
- Spinal and extremity orthotics
- Oral appliance therapy and maxillofacial prosthetics
- Compression therapy products
- TENS units
- Cranial helmets
- Bone growth stimulation devices

Front-End Tasks

- **Fax Documentation:** Capturing & routing medical records seamlessly.
- **Insurance Verification:** Confirming patient eligibility & coverage.
- **CMN Follow-Up:** Obtaining missing medical documents for shipment approval.
- **Intake:** Setting up patient accounts with verified details.
- **Pre Auth/Pre Cert:** Securing approvals to guarantee timely payments.
- **Patient Scheduling:** Streamlining appointments with providers.
- **Sorting/Filing:** Organizing patient records for easy access.
- **Medicare Compliance Checklist:** Ensuring documents meet Medicare standards.
- **Co-Pay Collection:** Collecting patient payments on behalf of providers.

Mid-Cycle Services

- **Shipping Ticket/Order Entry:** Creating supply orders based on coverage.
- **Order Processing/Resupply:** Managing repeat supply needs with eligibility checks.
- **Initial Order:** Processing first-time patient supply requests.
- **Claim Submission/Billing:** Filing insurance claims accurately and on time.

Back-End Tasks

- **Payment Posting:** Reconciling payments & updating billing systems.
- **Returns & Refunds:** Managing overpayments and supply returns efficiently.
- **Denial Management:** Investigating & resolving rejected claims by resubmitting with supporting documents.
- **Outbound Calling:** Reminding patients about eligible resupplies.
- **AR Follow-Up:** Tracking and fixing denied claims for reprocessing.
- **Inbound Calling:** Handling patient queries on billing and supplies.