



Case Study 1

Voice of the Customer (VOC)

- **High AR** - They had high AR and which was always going in the upward direction.
- **Low Collection Rate** - They had 60% of the Total AR in 60+ age buckets which was resulting in a low collection rate.
- **Patient AR** - They had issues with Patient AR and Collection.
- **Cost of Billing Claims** - They were spending more money on billing staff and devoting more time to resolve billing issues rather than focusing on increasing business
- **Reports** – No MIS (Management Information System) team to provide timely and accurate reports for the Provider reimbursements

Background

- As per the AR analysis it was identified that facility had denial rate of 32.90%.
- Coverage and Authorization Issues were contributing to 80% of the denial rate.
- More than \$ 1.8 Million outstanding (AR) from insurance.
- 8% + of the total AR was in 60 + buckets.
- Approximately \$180,000 getting added every month to their current insurance AR.
- More than \$250,000 outstanding in-patient AR and 40-45 K being added every month.

Solutions and Changes Applied

TALL RCM team suggested changes in the facility's billing process and the process of tracking patient eligibility and authorization.

Suggested documented solutions allows:

- I. Improved insurance collection rate
- II. Reduced days in AR
- III. High First Pass rate (FPR)
- IV. Increase in patient collections
- V. 25% increase in total revenue in 12 months



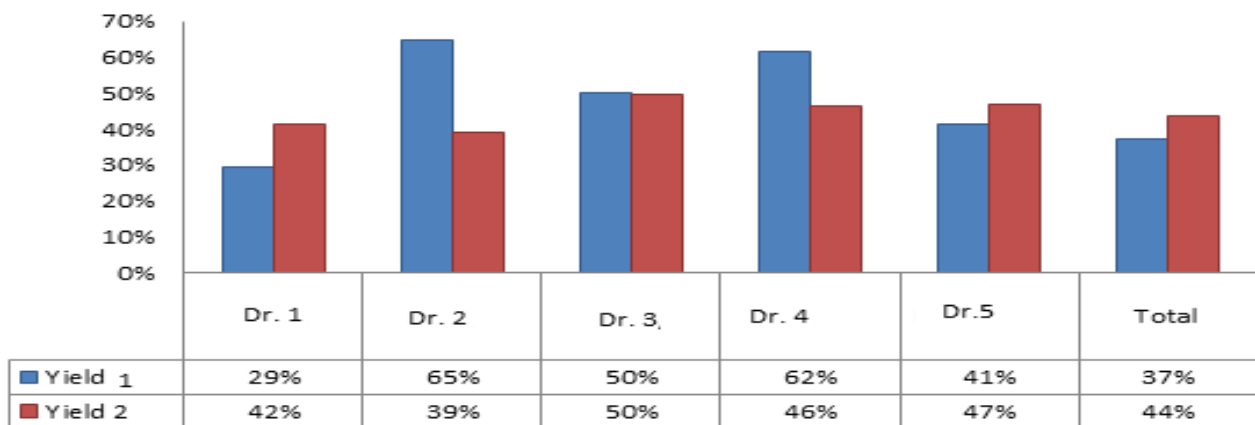
Strategic Alignment

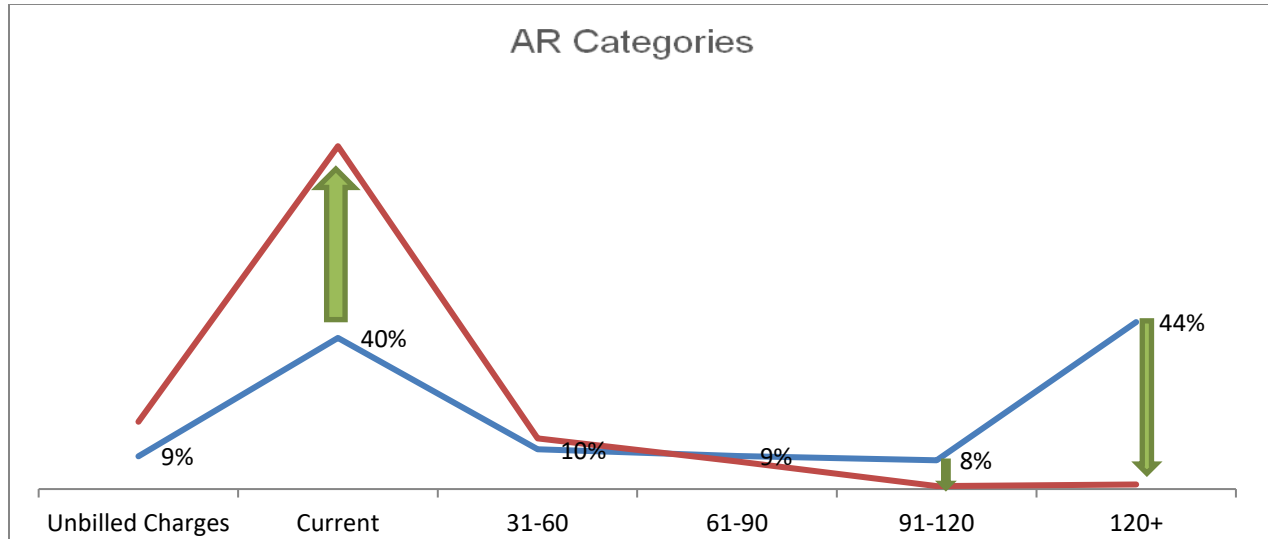
- TALL RCM took over the complete billing process.
- Patient eligibility and authorization were obtained prior to patient visit and information shared with front desk staff
- Patient amount collected upfront from patient (Co-pay, Deductible or insurance)
- TALL RCM team worked on the old AR and collected the outstanding insurance revenue (For claims within the insurance filling Limit)

Key Achievements

- Collection Yield – Yield was increased from 37% to 43 % increase of 6%
- We Collected **\$180,000** extra In 3 months with the Increased Yield
- Total **\$720,000** extra will be collected yearly based on improved yield
- Increased revenue by 25% in 12 months

Yield Comparison





Impact

- Increase in Insurance and Patient Collections
- Improved FPR with total net collection rate of above 98%
- Faster cash flow
- Reduction in outstanding Insurance & Patient AR within 6 months
- Low denial rate

Expected Outputs

It has been analyzed that changes made by TALL RCM in workflow has increased the revenue by 30%. The revenue impact was due to accurate Eligibility & Authorizations and upfront collection of patient responsibility.

Success Story

- Claim Denial reduced and FPR percentage increased to 97% from 89%.
- Increase in the total Revenue by 25%. Total Collections Increased by 300 k yearly.
- AR was brought down from 1.2 M to 400 K and 60 plus (+) is only 5% of the Total AR.
- Cost of operation – TALL RCM, the facility was paying around 20K monthly for billing services which is reduced to below 10K.