

The Client

The client is a leading medical billing company, specializing in radiology billing and collections. As an innovative partner, our client offers detailed and customized solutions in areas related to billing, collections; insurance claims processing, staffing and revenue trends to radiology practices and imaging facilities.

The brighter picture: RCM services boost revenues of radiology practices

Business Requirement

The client had several requirements relating to their processes and quality standards:

- Our client required a cost-effective alternative to their in-house denials management team.
- As a new outsourcing organization, they were looking for expert guidance in the field.
- Client wanted a system to prevent any increase in AR days (>45 days) and denials rates were as high as decrease in collections related to filing issues.
- Our client was looking to work with an expert team to which they could hand over appeals on aged claims and claims close to being timed out.
- The client was already following efficient processes for appeals and document retrievals. However, they were looking to replicate these on a global platform and were apprehensive about the capabilities of global vendors in taking on this challenge.
- Our client was looking to meet all of the above challenges, while keeping a steady error ratio below 5%.

Beyond Possible

ApexonHealth delivered more than what was promised. Collections increased 15% in the first 12 months, which is higher than what they projected. From day one they have been a respected advisor and an integral part of our management team. Value added services included periodic and accurate 'Management and custom reporting'.

ApexonHealth's Solution

The ApexonHealth team understood the complexities of the client's business and focused on keeping the processes in line with the client's existing framework:

- ApexonHealth incorporated a core team in the client's denial department, which registered positive results, as they saw high productivity with minimum cases of error. After three months, we were serving with an error ratio of less than 2%. The number of FTEs currently stands at 100+.
- We replicated their entire onshore process offshore, without major alterations and smoothly transitioned the processes on to a global platform.
- To ensure that the entire process was followed systematically, a cheat-sheet was prepared and signed off by the client. This sheet is used by the team and is updated in case of any upgradation.
- ApexonHealth deployed a Quality Control team consisting of team members who have more than three years' experience in the AR processes. The team carried out 100% audits to meet all quality expectations and ensure that process set-ups are followed stringently.
- Our team performs error free coding and during the process perform a full check on the medical /clinical necessity and improve Physician efficiency with clinical document improvement process.
- Included additional denials management and AR follow-up team members for all carriers.

Business Benefits

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About ApexonHealth

ApexonHealth helps Providers, Payers, and other healthcare organizations harness the power of AI-technologies. This drives reduced costs, better cash flow, and increased customer satisfaction. ApexonHealth's Newton AI platform integrates machine learning, Robotic Process Automation, and Business Process Management. Solutions let customers modernize their back-office without the need for costly system integration.

Headquartered in Southfield, MI, ApexonHealth is the healthcare division of Technosoft Corp. The company has 14+ years of healthcare experience and 6 global delivery centers in the US and India. More than 80 healthcare organizations trust ApexonHealth. ApexonHealth is a member of HFMA, HBMA, AHIMA, AAHAM, AAPC, MGMA, AHIP and CISA. To learn more, visit Apexonhealth.com.

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