Oakridge Infotech

INCREASE CASH FLOW

"Greater Profits. Thank you!"

Cash Flow Improved | +95% Appeal Succes
Clean Claim Submissions | Lower Billing Costs

ACCOUNTS RECEIVABLE & FULL SERVICE BILLING FOR A CARDIOLOGY PRACTICE

A Cardiology practice with 11 providers, in business for more than a decade, has become a successful practice seeing approximately 42,000 patients a year and generating close to $10 million in revenue.

THE SITUATION

Despite its success with patients, the practice struggled on the back-end with above average staffing turnover in the billing department, an outdated practice management system and inconsistent collections on accounts receivable.

One of the organizations largest hurdles was the turnover it saw in its billing administration. This constant turn over ultimately resulted in a lack of supervision, which led to further billing and collections process inefficiencies. In fact, in-house billing methods were costing the practice 14% of its total revenue.

On top of internal inefficiencies, the organization also faced external challenges with recent changes to Medicare reimbursement rates, which hit the cardiology specialty hard. The practice was now facing a significant reduction in its primary revenue streams as a result.

It soon became clear that complying with industry challenges while optimizing their revenue needs was beyond the company's core area of expertise. That is when the practice looked to a comprehensive billing, collections and practice management provider that could turn this company's financial struggles into cash flow success.

RESULTS

- Our medical billing team drastically brought down the client's average days from 34 to 20 days within 4 months

- At the 6-month mark, the practice had reduced the outstanding balances in AR greater than 120 days from greater than 42 percent to 20 percent of the total accounts receivable.

- By increasing the AR collection ratios, our client was able to benefit from a significant improvement in their cash flow

- With Oakridge InfoTech handling AR and full service billing, our client was able to allocate all their time and effort into patient care. With extra time on their hands, they were even able to administer their services to more patients

- We managing the end to end billing of our client, reduced their operational cost by 65%

- The medical billing specialists at Oakridge InfoTech were able to remove the variations associated with the client's backlogged medical claims and employee proceeds

- We were able to maximize the client's operating efficiency and implementing our best practices the collection ratio went up to 98.2%

OUR STRATEGY

Oakridge was brought in to conduct an initial practice assessment that would determine the true extent of loss in revenue and potential for improved collections. Following its initial assessment, Oakridge found the practice to be operating 40 percent less efficiently than its cardiology peers at the state and national levels. In fact, Oakridge determined the practice was leaving an estimated $3 million uncollected annually. A key factor contributing to the accounts receivable losses boiled down to a disorganized billing and collections process. The average claim was outstanding for 65 days with 40 percent of the total AR outstanding for more than 120 days.

With the first step of identifying the problem areas achieved, Oakridge took a comprehensive and personalized approach to improve and streamline the practice's revenue cycle management. To do this, Oakridge conducted an in depth review of the current billing process and identified the primary improvement targets. Oakridge began by bringing in a team to work internally to support and empower the existing staff. This direct initiative all owed the cardiology practice to catch upon outstanding and incorrectly billed claims, generating an immediate increase in revenue.

The Oakridge team then worked with the entire practice staff — including physicians and nurses, to update coding, improve insurance verification processes and implement internal system updates of the practice management system and electronic medical records (EMR).

Oakridge also provided recommendations in regards to insurance contract renegotiation and guided the practice through daunting federal and state insurance documentation requirements. Additionally, Oakridge worked with the cardiology partners to create financial projections for future practice operations to help the practice stay on track and achieve financial stability.

ABOUT OAKRIDGE INFOTECH

Oakridge InfoTech is a global leader in health care, technology and outsourcing solutions. As a proven partner focused on building tomorrow's enterprise, Oakridge InfoTech enables clients in North America to outperform the competition and stay ahead of the innovation curve. Our technology groups will create some variant business applications, solution architectures and manage their BPO and IT services as per their business needs.

For more information, contact: info@oakridgeit.com

www.oakridgeit.com