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 an Emergency Medical Practice

Our client has an emergency healthcare clinic that provides patients with quality medical care for common ailments such as fractures, the flu, bruises, cuts, ear and eye infections, rashes, colds, bites, burns, coughs, asthma, allergies, diarrhea and vomiting, amongst others. Their medical staff includes a full-time physician and two part-time physicians. Our client was facing difficulties with their accounts receivables, as they did not have dedicated professionals to handle them. Their billing and AR worries left them with no time to focus on their patients. It also cost them more, as their accounts receivables kept getting older. This client was looking for an offshore vendor who could accurately handle their medical billing and accounts receivables at a low cost. Oakridge InfoTech matched their criteria and the project was assigned to us.

The Situation

Our client has an emergency healthcare clinic that provides patients with quality medical care for common ailments such as fractures, the flu, bruises, cuts, ear and eye infections, rashes, colds, bites, burns, coughs, asthma, allergies, diarrhea and vomiting, amongst others. Their medical staff includes a full-time physician and two part-time physicians. Our client was facing difficulties with their accounts receivables, as they did not have dedicated professionals to handle them. Their billing and AR worries left them with no time to focus on their patients. It also cost them more, as their accounts receivables kept getting older. This client was looking for an offshore vendor who could accurately handle their medical billing and accounts receivables at a low cost. Oakridge InfoTech matched their criteria and the project was assigned to us.

Month Wise AR %

Month	0-30	31-60	61-90	91-120	120+
Before Oakridge Started Services	53.62	16.23	9.2	5.7	15.3

Result

☞ Our medical billing team drastically brought down the client's average days from 34 to 20 days within 6 months

☞ We increased the client's collection percentage from 53% to 61% within 6 months

☞ 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

☞ By outsourcing full service billing and AR services to Oakridge InfoTech, the client's employees were able to focus on their healthcare practice instead of handling medical billing, coding and AR

☞ 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 drastically minimize their administrative expenses

# Our Full Service Billing & AR Solution

At the onset of the project, our dedicated billing experts followed-up on several of the client's unpaid, underpaid and denied medical claims. Next, our AR specialists promptly met and resolved the client's problems with the insurance companies. We maintained a well-documented business process manual which listed our client's billing problems and our resolution to them.

We created an efficient accounts receivables and medical billing process that ensured that medical billing was quickly taken up within 24 hours of a patient visiting the clinic. A specialized medical billing team was dedicated to serve this client. The team included an accounts receivables specialist, medical billing experts and skilled medical coding professionals. The account of the client was handled by one of our dedicated accounts managers.
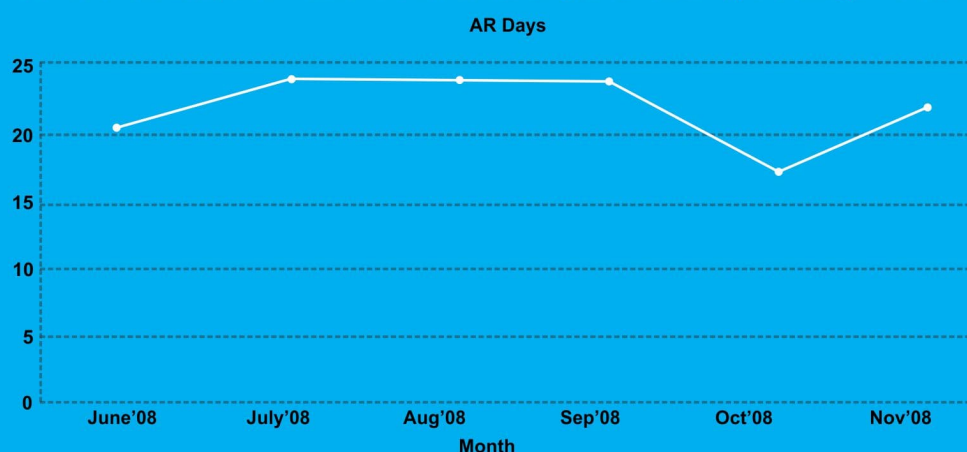
Our client was pleased with the way we handled their full service billing and AR services after a month of assigning the project to us. They decided to partner with us for full service billing and signed up as our customer.

The following table charts a marked difference in the increase in collections and consistency in cash flow after the client outsourced full service billing to Oakridge InfoTech:

The following graph shows the percentage of collections by the end of November 2008, which stands at 65% as opposed to the prior collection percentage of 53%, before Oakridge started handling the medical billing and AR

Collection %
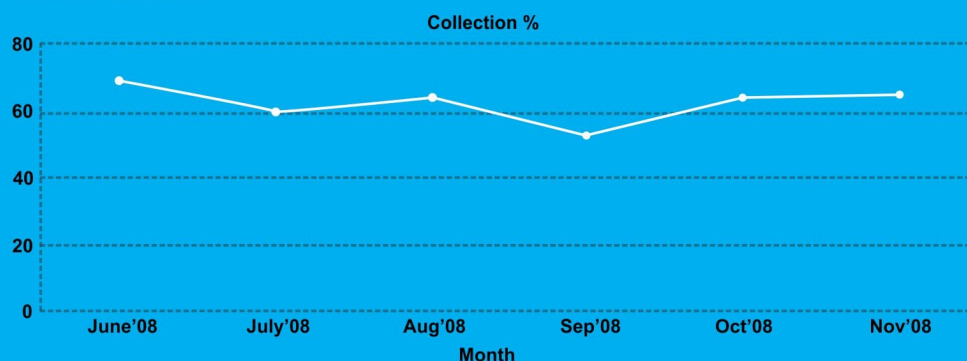
The following graph shows the reduction in the average number of AR days from 34 to 20 days at the end of November 2008, after the client started outsourcing full service billing to Oakridge InfoTech.

AR Days