CASE STUDY ON FULL SERVICE BILLING BY USING MEDISOFT

The Customer
Our customer is an internal medicine practice situated in Florida.

The Challenge
The customer approached Flatworld Solutions to manage their Full Service Billing. Our customer was facing the following problems:

+ Their billing was never completed within 24 hours
+ They experienced a sharp decrease in collections
+ Their in-house billers were providing poor quality work
+ Their AR was in a very bad shape

When our customer approached us with these problems, we promised to show the customer an improvement in their collections.

The Project
+ We were asked to provide Full Service Billing using Medisoft
+ We were required to handle an average of 1000 claims per month

The Solution
We took the following initiatives to improve the productivity and collections of this customer:

+ We provided the customer with a dedicated team and account manager to handle the customer's account
+ The Flatworld team consisted of an AR expert and full time medical billers and medical coders
+ We followed-up on all the denied claims of the customer
+ The customer was facing problems with BCBS and was unable to send claims electronically. Because of this, it took them 2 months to receive their payment when submitted through paper. We helped the customer resolve this issue by helping them get their payment within 3 weeks

The Results
This customer was able to leverage the following benefits by outsourcing their medical billing functions to Flatworld Solutions:

+ We bought down the average AR days from 141 to less than 40 days
+ We increased the collection percentage from 60.6% to 75.5%
+ We worked on their old AR and thereby collected money for the customer's practice
+ The customer was able to increase their patient base from 600 to 1000, as the customer was able to focus more on patient care
+ The customer experienced a regular flow of patient payments after we started providing services
+ Since we conducted a QA on all the claims before submitting them to the insurance company, our customer was able to see an increase in their cash flow

Please see the following graphs below.
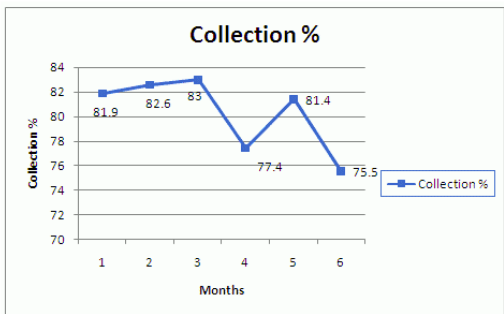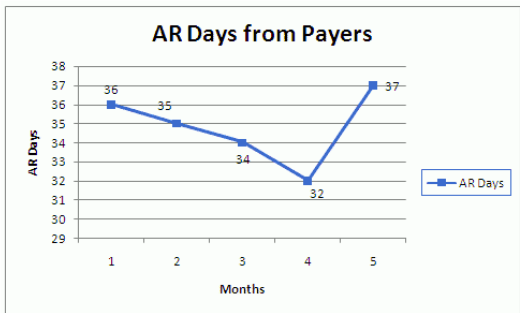
Progress since we started	2008	2007	2006	2007	2008
Collections % (2008 vs 2004)	75.5%	83.8%	81.0%	76.9%	60.6%
Average A/R Days	40	34	33	36	141
A/R over 90 days as % of total	9	9	8	-	-