



INVENSIS AUGMENTS HEALTHCARE MEDICAL BILLING AND INSURANCE CLAIM PROCESSING EFFICIENCY FOR RAPIDLY GROWING PHYSICAL THERAPY PROVIDER IN THE U.S.

THE CLIENT

A rapidly growing, U.S. based healthcare provider of physical therapy services for recovery from physical and chronic pain caused by body injuries; among its clients are 500+ top athletes from professional sports bodies as well as US and International Olympic athletes

THE REQUIREMENT

To enhance efficiency of non-core yet key administrative activities related to medical billing, insurance verification, and patient notification through outsourcing and to better focus on their core business goal of providing quality physical therapy services for patients, in a wide range of locations in the U.S.

THE OUTCOME



Enhanced business process efficiency



Increased cost savings



Improved customer satisfaction



650+ Insurance verification forms processed per month



Increase in team size



150 Voice call mails (Patient Calling) processed per week



150 Line items of EOBs processed per day by payment posters



ABOUT THE CLIENT

A U.S. based provider of unique and cost-effective therapy services for recovery from physical pain caused by back and body injuries. The goal of the company is to help injured people get back to living fully, with minimal delay.

The therapies are based on the latest medical research. The provider has highly trained, multidisciplinary teams, which deliver care under the guidance of its pioneering founder and head orthopedic specialist. The services provide include physical therapy and chiropractic treatment.

The therapy has proven to be effective for 500+ top athletes from professional sports organizations like FL, CFL, NBA, MLB, NHL, WNBA, MMA, and PGA as well as for US and International Olympic athletes.

The company has been rapidly expanding in recent times, opening new branches and acquiring related businesses; aiming to spread their innovative, patent-pending method to more areas, so increase accessibility and reach. Originally started in Minnesota, it has expanded in both Minnesota and New York. It has recently opened a branch in Bethesda, Washington D.C. The client has plans to enter the Chicago and Philadelphia markets in 2016.

THE BUSINESS CHALLENGE

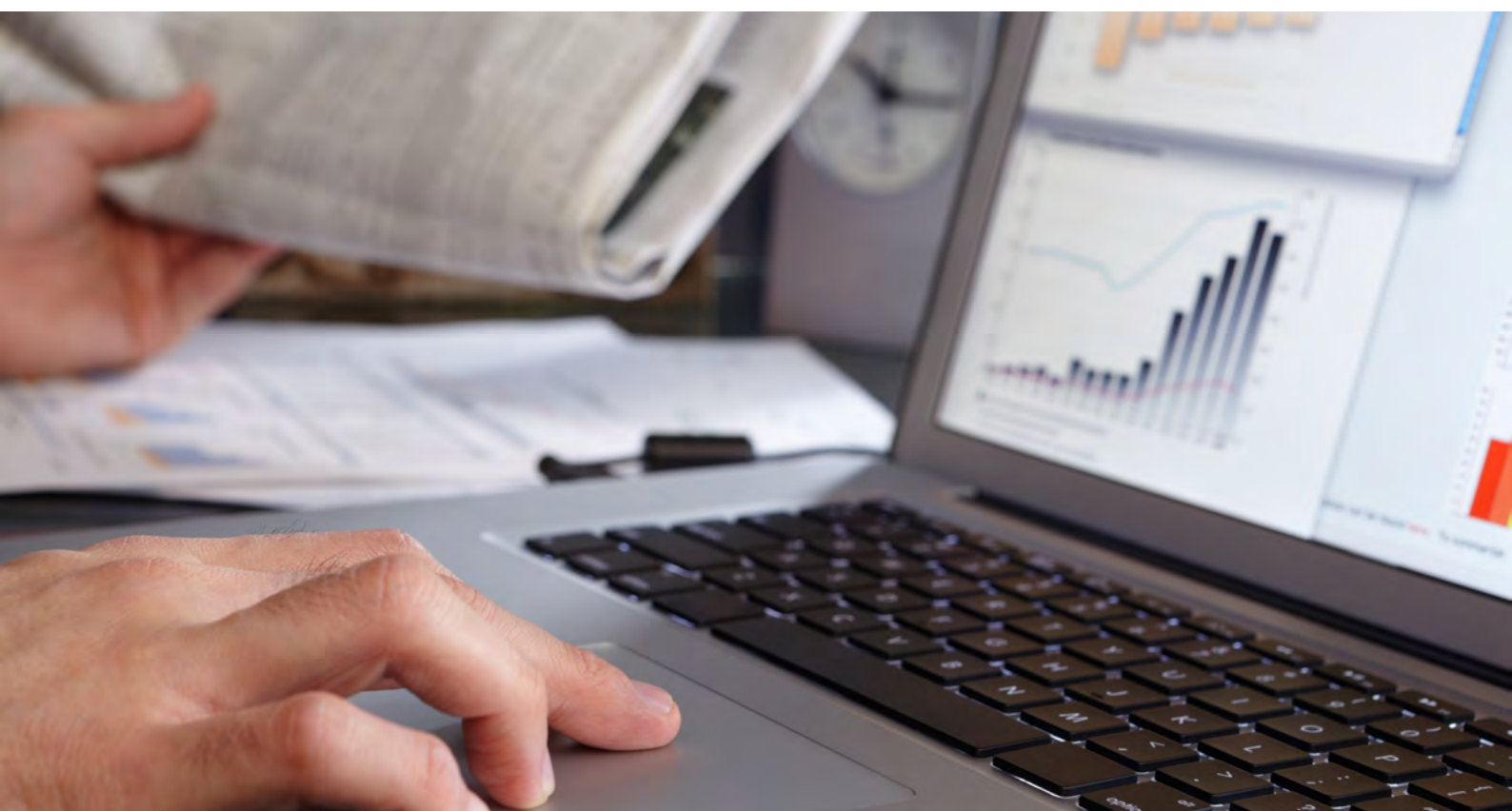
The client is in the process of expansion and growth of their business in various cities. Being specialized care and treatment providers for patients suffering from backache and pain, they found that handling insurance claims, resubmissions and working denials, was eating up a considerable amount of work time, resources and capital. Unless managed, the provider could end up losing as much as 24% in uncollected revenue.

As a result, the client wanted to streamline and improve their administrative task processing. By doing this, they could reduce delays in the collection of patient payment dues as well as avoid denials by insurance companies. With this aim in mind, they decided to try outsourcing their non-core administrative processes related to insurance claim processing for patients. Having been referred to us and impressed with our company profile, they approached Invensis, a leading IT BPO, serving the industry since 2000.

THE INVENSIS SOLUTION

Requirement Analysis

- Understanding the business context and carrying out a requirement analysis to identify the specific processes which the client wants to transform
- Identification of the following processes for transformational outsourcing:
 - Patient Calling: Managing patient calls and patient follow-up
 - Medical Billing: Verification of EOB and management of payment postings
 - Insurance Verification: Processing of Insurance Verification forms
 - Patient Invoice Processing
 - Insurance Follow-up Services: Includes verification of insurance claims



Process Implementation

- Recruitment and training of experienced personnel for the project, with expertise and experience in the area of revenue cycle management
- Initiation of an outsourcing trial of the specified processes for the client's satisfaction
- Expansion of the project to include all the specified processes, following the successful trial
- Delineation of specific SOPs for all the outsourced processes with experienced project managers managing the teams

THE INVENSIS ADVANTAGE FOR HEALTHCARE BPO SERVICES

Installing the right technology to deliver best results



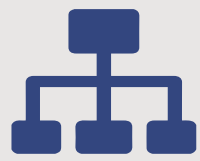
Stringent data security measures for PHI (Protected Health Information)



Rigorous employee training




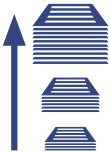
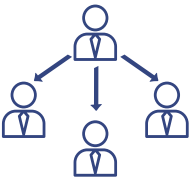






SOPs to ensure swift turnaround time and accuracy



THE RESULT



	Enhanced business process efficiency		Increased cost savings
	Improved customer satisfaction		650+ insurance verification forms processed per month
	Increase in team size		Swift turnaround time
	Time zone advantage of outsourcing to Invensis' delivery centers in India		150 Voice call mails (Patient Calling) processed per week
	150 Line items of EOBs processed per day by payment posters		

Initiated in 2015, the project has been expanding in size and complexity, as the Invensis team successfully exceeded client expectations at each stage.

The team size has expanded as the number of insurance-related administrative processes outsourced went up in a matter of months, showing the client's satisfaction and confidence with Invensis' project management and strict adherence to data confidentiality and data accuracy.

Four different processes are being handled for branches of the client in Minnesota and New York, with an additional function being handled for the New York branch, as of now.

Patient satisfaction with the calling services has gone up; the reliability on Invensis' outsourced patient calling services and its friendly and efficient agents has led to patients agreeing to make insurance payments using credit card on call. This has benefited the clients. The project is set to grow further in the coming times.

INVENSIS FACT FILE

- ▶ 16+ years of experience
- ▶ Has achieved HIPAA compliance
- ▶ ISO 9001 and 27001 certified
- ▶ Multiple delivery centers
- ▶ 2000+ trained professionals
- ▶ 9+ service verticals
- ▶ 200+ clients served around the world

OUR WORLDWIDE CLIENTELE



CONTACT INVENSIS

For more information on how Invensis' Healthcare BPO Services can streamline your business operations, contact us today.





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**Rated One of the
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