Enhancing Operational Efficiency with Robotic Process Automation

MD TruCare is a psychiatry practice based in Texas. This specialty practice offers mental health services to patients. This medical practice wanted to make their billing process efficient. Let's see what challenges they faced and how Transcure's RPA in billing automation helped to streamline their workflows, reduce denials, and improve their bottom line.

Challenge: Claim Denials and Higher AR Backlog

MD TruCare wanted to streamline their revenue cycle and address the problem of huge AR backlog and claim denials. They required an efficient mechanism which saved the time of practice staff so they could focus on major tasks. Also, they wanted to save the time of staff spent in billing and make employees productive. These challenges were their major concern:

- Revenue losses due to late submissions of charges
- Huge accounts receivable backlog
- Duplicate payment posting
- Issues in provider's contract
- Billing and coding inefficiencies
- Compromised quality of care

The Solution: RPA Implementation in Medical Billing

Transcure painted a picture of integrating robotic process automation in the billing process. The RPA bots took over the repetitive manual tasks. All the tedious tasks were performed by the bots and improved the overall process. As a result, MD TruCare reduced the AR backlog and submitted clean claims which eliminated claim denials.

Imran S Khawaja
CEO, MD TruCare PA

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Transcure enabled MD TruCare PA to increase efficiency with Robotic Process Automation.

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Our technology solutions helped MD TruCare to drive better clinical and financial outcomes. We empowered MD TruCare with our integrated technology solutions and increase the workflow efficiency.

Results:

Maximized Efficiency

MD TruCare improved their bottom line and increased their reimbursements. Since RPA bots made no mistakes in billing, the overall collection process became effective. Dr. Khawaja, CEO MD TruCare says, *"Our clinical performance improved significantly and our daily operations became 40% more efficient."*

Optimized Revenue

Dr. Khawaja states, "We improved our overall collections by 30% with RPA implementation." The customized billing and coding approach with RPA automation helped MD TruCare to maximize revenues.

- 40% increased Operational Efficiencies
- 30% increase in overall collections
- 88% reduction in denial rate

Patient Engagement

MD TruCare staff focused on patient care in a better way after RPA implementation. The staff had a lesser burden of billing tasks. Also, the relationships with the patients became stronger and it helped increase patient retention. Adding value to the patients' life helped optimize practice performance and patient engagement at the same time.

Benefits

40% increased operational efficiencies

99% Claim Acceptance Rate

30% boost in overall collections

25% fast AR turnaround time

100% - 200% Annual growth

Improve Your Operational Efficiency Too

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Transcure is a leading revenue cycle management firm which offers medical billing services and healthcare IT products to streamline practice workflows. Transcure has been empowering medical practices of all sizes for the last 12 years enabling them to deliver the best patient care.

Transcure