



# Pain-Free Billing: How One Pain Center Optimized Its RCM & Front Desk

Learn how Ohio Pain Center buttoned up its billing processes & eliminated front desk worries.

## OVERVIEW

Ohio Pain Center, led by Amar Goyal, MD, specializes in providing advanced pain management care to a wide range of patients. Over the past 13 years, Dr. Goyal has worked with WRS Health to enhance the efficiency and productivity of his practice. By using WRS Health's billing and virtual assistant services, he has tackled significant operational challenges, achieving outstanding results in patient care and practice management.

Before teaming up with WRS Health, Dr. Goyal's practice dealt with various inefficiencies that disrupted both administrative and clinical workflows. The move from outdated processes to a more effective approach to RCM marked a milestone for Ohio Pain Center—one that illustrated the power of using integrated, comprehensive practice management solutions.

## THE PROBLEM

When Dr. Goyal first opened his practice, his billing system was inefficient and error-prone. "The first challenge I had with the system I had [was] where somebody from the billing company would pick up the paperwork from the office at the end of the day," he

shared. "That was not a very efficient system. There was time lag, loss of paper, misplacement of records, and even potential HIPAA violations."

Challenges also arose in managing diagnosis and procedure codes. The transition from ICD-9 to ICD-10 added layers of complexity. "Especially in a pain management practice," Dr. Goyal noted, "we're dealing with diagnoses like lumbar radiculopathy or lumbar degenerative disc disease. The correct correlation between diagnosis and procedure codes is essential."





Apart from the financial component, administrative tasks such as handling phone calls, pre-authorizations, and new patient registrations overwhelmed office staff. "If the office staff was busy taking care of patients, phone calls were not answered promptly," Dr. Goyal explained. "This led to patient dissatisfaction, frustration, and sometimes even anger."

## THE SOLUTION: WRS HEALTH

Partnering with WRS Health introduced impactful solutions tailored to the needs of Ohio Pain Center. Dr. Goyal emphasized several key benefits:

"There is a definite advantage when your electronic health record company is also your billing partner," he explained. Integrating **WRS Health's EHR and billing services** eliminated manual billing inefficiencies. "They're able to access medical records and correlate them with the diagnosis codes without going anywhere. That alone was a huge advantage."

The system's real-time coding updates ensured smooth adaptation to changes in ICD-10 and CPT codes. "For example, lumbar epidural steroid injection code 62323 changed over the years, and WRS was promptly up-to-date," Dr. Goyal shared.

WRS Health's **virtual assistant services** significantly reduced the administrative workload. "They handle phone calls promptly and manage pre-authorizations, allowing the office staff to focus on patients," he explained. "If they can't answer a question, they send me an email through the internal portal, and I respond when convenient."

### ON AVERAGE, WRS HEALTH'S BILLING SERVICES:



Increase practice revenue by 70%



Increase charges by 40%



Decrease rejections by 65%



***They've ensured claims are submitted on time and accurately. The communication with us has been phenomenal, and we saw results almost immediately.***



## THE RESULT

These improvements brought immediate and measurable benefits:

Patient Collection Ratio:	100%
Rejection Rate:	2%
OVER 90 Percentile:	20%
Payment Mismatch:	0%
Complete Charge Capture:	100%

"If the claim is not successfully or correctly filed the first time," Dr. Goyal explained, "it enters a vicious circle of denials and rejections, delaying payment. With WRS, claims are accurate from the start, leading to quicker reimbursement."

Patient feedback highlighted the changes. "Some patients have gone to other pain clinics and waited hours to be seen," Dr. Goyal remarked. "They're amazed at how smoothly our office runs. They're promptly seen, evaluated, and back to their daily routines."

Dr. Goyal also noted that these operational changes had a broader impact. "Patients talk to their colleagues, friends, and family about our efficiency. This builds credibility and reputation, which eventually translates into more business."

## Ready to improve your practice?

Schedule a demo to learn more.