

TRU WORTH

Customer Success Story



Cardiology & Internal Medicine Practice in NJ*
Through Sullivan Rajan, LLC; a billing company in Chicago, IL

* Practice name withheld on request

Client Profile

Providers

Single provider, single location

Practice Specialty

Cardiology & Internal Medicine

Technology Profile

Partly on AdvancedMD, partly on proprietary software; half-way through in migrating to AdvancedMD

Practice Highlights

Multi-location with doctors visiting multiple locations; migrating software; last billing manager left suddenly; excessive AR and no track of billing or payment posting

Billing Company Highlights

The industry, client, and software were all new for them. The only thing that they were sure of was that they wanted to succeed and build a world class business.

Abstract:

This was a classic case of a startup billing company that had the fundamentals right to make it big.

As usual the first case that they landed was not in a great shape. The previous billing company had left them in the middle of nowhere and vanished without any kind of handover of documents or responsibilities.

TruworthRCM was called in to take over the Revenue Cycle Management. Truworth put in place its time tested Standard Operating Procedures and with diligent effort by its team made the practice not just cash flow positive but also most profitable ever since.

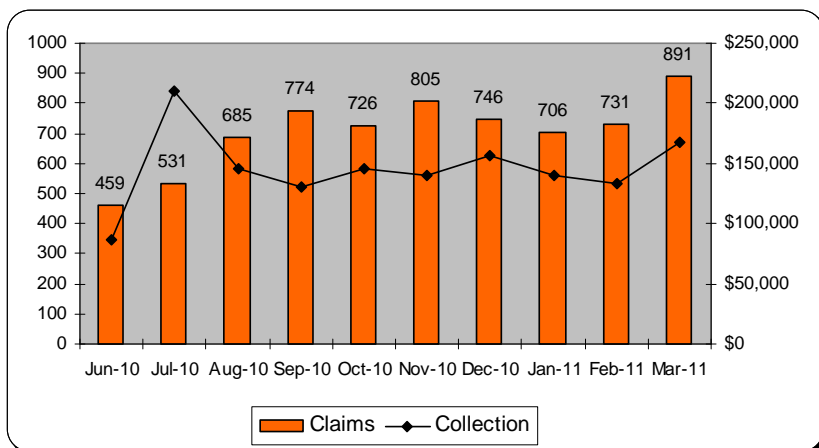
TruworthRCM gets the heart beating again; Revenue Cycle Management Mastery

Sullivan Rajan, LLC is a fast growing billing company based out of Chicago, IL. They were introduced to TruworthRCM by AdvancedMD, their software platform vendor of choice. When they contacted TruworthRCM in May 2010, they were new to the business and just starting out. They had just one Biller on staff whom they had picked up from their first client's payrolls as part of the agreement.

They interviewed various companies and after grueling rounds of discussions picked up TruworthRCM as their Medical Billing Outsourcing partner. Then started, the process of getting the house in order again.

TruworthRCM's team of experts revamped the process of collecting co-pays at the time of service, daily bank reconciliation, charges entry, denial resolution and extensively utilized the AR follow-up expertise to reverse the negative cash-flow situation.

In less than 12 months, the practice was turned on its head with increase in the number of claims billed, higher reimbursement per claim and reduced AR. The results are for you to see:



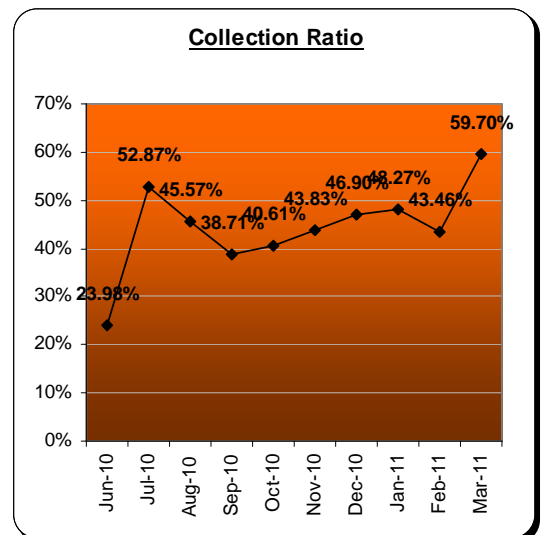
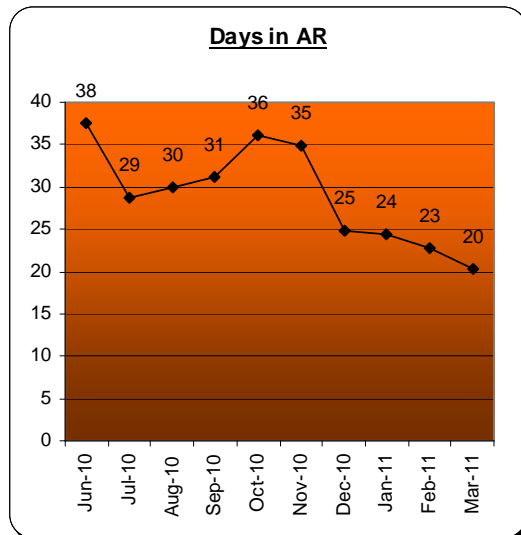
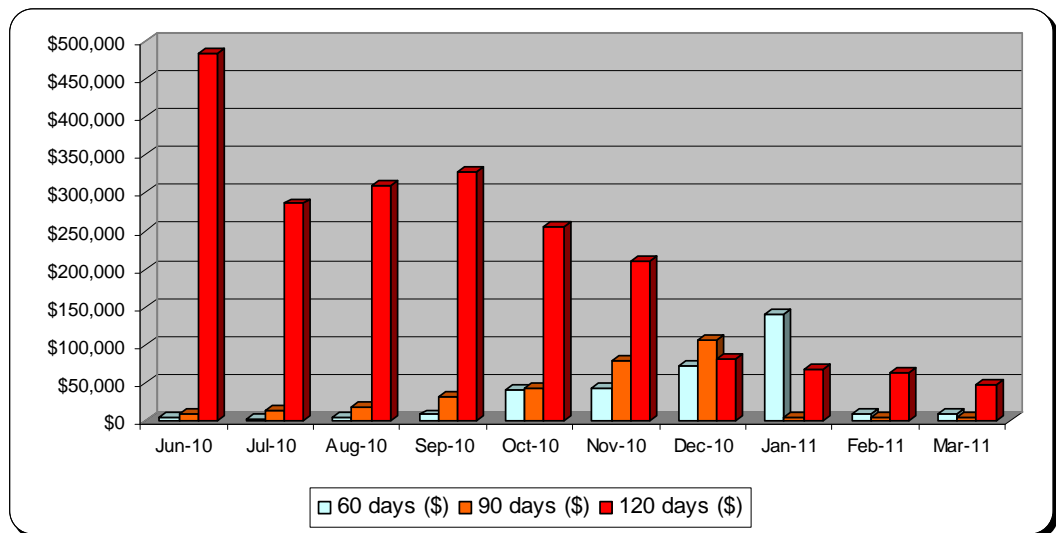
TruworthRCM Solution

TruworthRCM took the challenge to turnaround the practice. It mandated a cut-off date and all RCM work prior to that date was handled exclusively by Truworth to avoid ambiguity & duplication of efforts.

Truworth proposed a 5-point game plan to control the situation:

1. Clear all pending postings including unposted payments and unapplied transactions to get actual sense of situation.
2. Work on all claims stuck in the Claims Center for Charge Review, Claims Inspector, Unbilled Claims, Exclusions and Run Alerts. Check all EDI reports to ensure claims go through.
3. Work on all Unbilled claims ASAP to avoid any timely filing issues. Thankfully most of it was Medicare and we were able to get all of them through for payment.
4. Insurance AR Follow-up was initiated to get status of claims with carriers and eliminate generic show-stopping issues immediately.
5. Patient statements will be sent out for the first time for all pending ones and then on a pre-decided time interval so as to ensure steady cash-flow from the patient receivables.

AdvancedMD's friendly and easy to use software really helped Truworth team to get to issues and resolve them much faster.



If you have a similar situation, or know of someone who does, TruworthRCM can help, just like we have helped this client and many more.