

CASE STUDY

The Challenge

An Urgent Care Center with 4 full-time providers, was overburdened with cash-flow issues. They were working with a in the box kind of billing company without a clearly defined RCM workflow. As a result, there was a significant delay in sending the claims out, less than 100 % charge capture, too many denials and claims not paid as per contract. The denials and rejections were not being worked in a timely manner and as a result, the cash flow was inconsistent and at an all-time low. In the absence of a patient portal, new patient scheduling, patient collections and overall the patient satisfaction scores were all impacted. The center needed immediate help.

THE Cosentus Solution

Cosentus implemented a well laid out workflow design, a fully functional patient portal, EHR and EPM were introduced to save time and cost.

- Our 100% certified coders worked with the providers on **better documentation** of service to ensure the full intent of service

- Advanced charge reconciliation ensured no drugs, supplies or medicines were falling through the cracks and there was no revenue leakage
- Timely resolution of AR- All denials were worked within 7 days and all rejections within 48 hours
- Underpaid claims were disputed with payers to allow the full contracted rate
- Our proprietary AR dashboard gave a clear picture of what areas need to be worked upon and it was easy to track the progress being made.

Results

- Outstanding AR reduced by 25% in first 30 days
- AR over 120 reduced from 30% to a mere 8% in 90 days
- Days in AR reduced from 75 to 29 in 120 days
- Clean Claims submission boosted to 96 % from the unacceptable 64%
- Average per case reimbursement boosted to \$110 as against \$84
- The overall collection went up to 132%

Client Testimonial

"Cosentus helped us increase our revenue by 36 %! They are willing to work with us on every aspect of our practice management and are fully aligned with our goals. For us this is not just a vendor arrangement, but a true partnership. We would recommend them to anyone who is looking for effective billing solutions."

-Thomas K Ryu, M.D.
Medical Director,
Sand Canyon Urgent Care, Irvine, CA

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