

# CASE STUDY

## The Challenge

A small but distinguished orthopedic and sports medicine clinic faced multiple challenges from inappropriate and inaccurate coding to missing charges. Charges were delayed in being billed, MMI Reporting and MedLegal cases were not billed appropriately, surgeries were miscoded, DME charges were missing, and Workers Comp reimbursement was severely delayed, to name a few of the challenges. This resulted in a high volume of missed revenue for the practice and took time away from the physicians treating patients as they tried to trouble-shoot the issues themselves as opposed to being able to rely on a competent billing company.

## THE Cosentus Solution

Our Orthopedic and Workers Compensation specialists performed an all-inclusive audit to discover the root cause of these finance-draining errors and implemented quantitative measures to reverse the losing trend.

- All charges are submitted within 48 hours of receipt
- DME analysis and reconciliation to the DME vendor takes place monthly to ensure 100% capture and reimbursement

- Documentation support and guidance on MedLegal Reports set clear guidelines on acceptable dictation and timing for the physicians maximizes the revenue with clean claims
- All Workers Compensation billing transitioned away from the archaic paper-submission process to an electronic format that tracks sent, accepted, and rejected claims to all carriers to increase the accuracy and speed of payments
- ALL accounts that qualified for AR follow-up were being worked at 30 days, there was no delinquency in claims follow-up.
- Certified coders provided collaborated with the physicians to optimize arthroscopic surgeries for higher reimbursement

## Results

- The physicians' time was reallocated away from troubleshooting billing back to their patients
- The optimized systems led to an overall revenue increase of 20%
- Date of Billing to Date of Reimbursement for Workers Comp claims reduced from 45 days to 28 days
- DME reimbursement jumped by 400%

## Client Testimonial

"They have been a great service to my practice. I highly recommend them. My collections have significantly increased with their stewardship. They have always been available to answer my questions. GS and Allen are at the top of their game."

- Samir Sharma, M.D.  
South Bay Orthopedics,  
San Jose, CA

“**Cosentus'** optimized processes and solutions led DME reimbursement to jump 400%, allowing physicians to reallocate time to their patients instead of troubleshooting the medical billing.”