

CASE STUDY - Pediatric Urgent Care



Specialty	Pediatric Urgent Care
Services Provided by RMB	Complete Medical Coding and Billing Services
Medical Billing Software	DocuTAP – Experity Health

Client's Profile:

A **Pediatric Urgent Care** group with more than 8 locations in Texas and 56 physicians.

RMB's Approach:

Since the **Pediatric Urgent Care group** has more than 8 locations and 56 physicians so a complete analysis was done by RMB's RCM team to line up the critical issues first. Critical issues were then assigned to the concerned Teams for resolution.

Issues and Challenges Identified by RMB:

RMB took over this account and the following critical issues were identified by the RMB's RCM team.

- Accounts Receivable Recovery Issues with AR days of more than 50.
- Credentialing and Enrollment Issues with major payers i.e. TCHP.
- Payment Posting and Adjustment Issues for Contracted Payers (Fixed Rate).
- Huge Unapplied Patient Credits.
- Unresolved Denied Charges with 120+ days in AR.

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Solutions:

i- Accounts Receivable Recovery

RMB Accounts Receivable Recovery team analyzed the total AR to prioritize the claims that could be resolved within the timely filing limit.

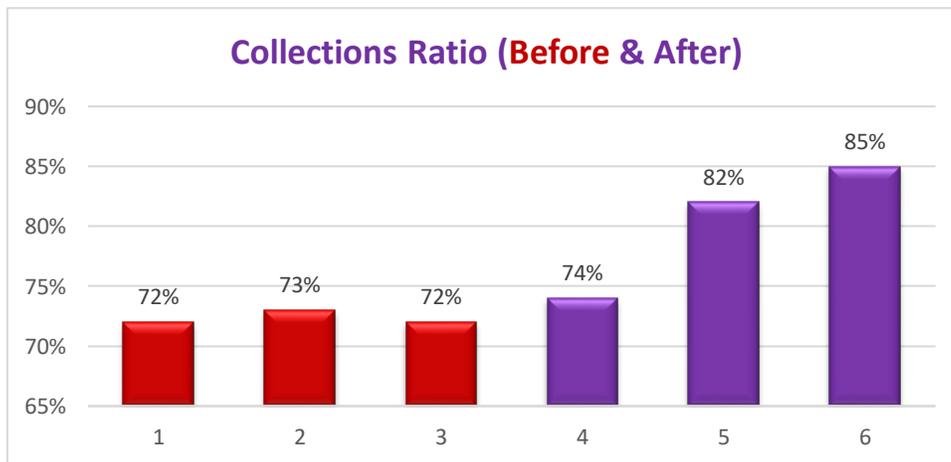
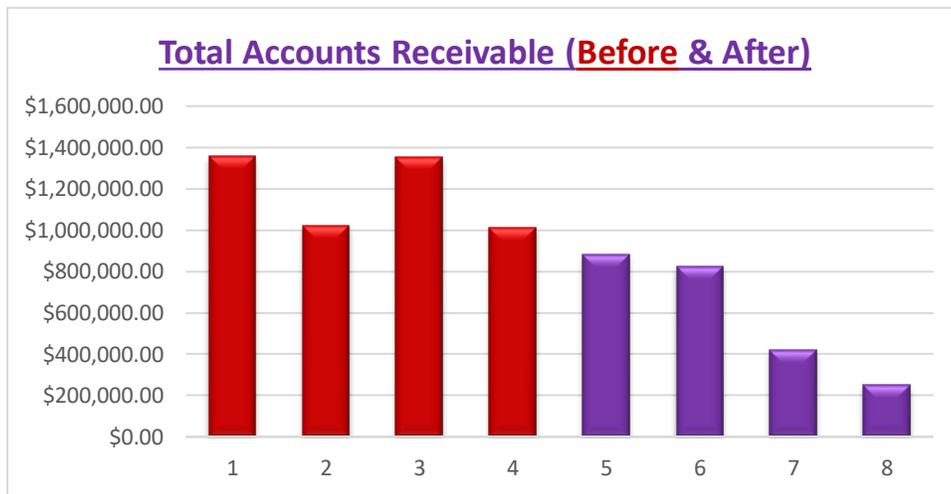
All claims within the timely filing limit were resubmitted after fixing the billing and coding errors.

Appeals were sent for all the claims falling out of timely filing, and RMB was able to collect more than \$200K from 120+ aging.

RMB was able to gradually reduce the total AR from \$1,300K to \$250K, around 80% AR was reduced within 4 months.

Days in AR were reduced from 50 to 20 on average within 6 months.

The collections ratio was improved from 72% to 85% within 3 months.



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ii- Credentialing and Enrollment

Around \$200K charges were pending in Accounts Receivable due to enrollment issues with major payers such as TCHP, RMB team worked with TCHP and other payers to get them reprocessed and reimbursed after fixing the enrollment issues.

Around \$100K charges were on hold and waiting to be written off because the rendering physicians were out of network but after careful review of enrollment status and effective dates, charges were submitted to the payers to get them reimbursed at out-of-network rates, ultimately saving \$100K for the client.

Around 50 physicians have been enrolled with the payers for all 8 locations.

iii- Proper Payment Posting and Adjustment Verification

Pediatric Urgent Care group has negotiated contracts (fixed rates) with most of the major payers, so RMB's RCM team recommended reviewing the previous payment posting and adjustments to identify any underpaid claims.

After review, around \$80K charges of TCHP were identified as underpaid and were sent back for re-processing.

iv- Plan to manage Unapplied Patient Credits

Pediatric Urgent Care group was collecting upfront Copayment and due to incorrect copayment verification, around \$20-\$25K per month was being added in Unapplied Patient Credits.

RMB's RCM team helped in verification of correct copay and also came with a plan to refund the patient credits after proper reconciliation process.

v- Denials Management

Most of the claims were being denied for enrollment issues, Coordination of benefits and missing CLIA. After complete analysis, issues were assigned to the concerned teams.

Enrollment Issues: Incomplete enrollment application, CLIA # and non-participating providers issues were fixed by Enrollment Team, until now RMB has enrolled more than 50 physicians with different payers.

Coordination of Benefits: COB denials were fixed by RCM and Patient Help Desk after verification of benefits from the payers and patients.



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Conclusion:

After taking care of the critical issues, RMB's focus was to improve the collection ratio and minimize rejections and denials.

The collections ratio was improved from 72% to 85%.

Rejections and denials rate came to less than 1 %.

Days in AR were reduced from 50 to 20 on average.

Total AR (Accounts Receivables) was reduced from \$1,300K to \$250K, 80% of AR was reduced.

Pediatric Urgent Care group is very satisfied with the results and currently a dedicated RMB's RCM team is taking care of this account with ongoing research on healthcare trends i.e. COVID Testing, Vaccination, and changing payer's policies which helps Pediatric Urgent Care group's physicians to focus more into the patient care.

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