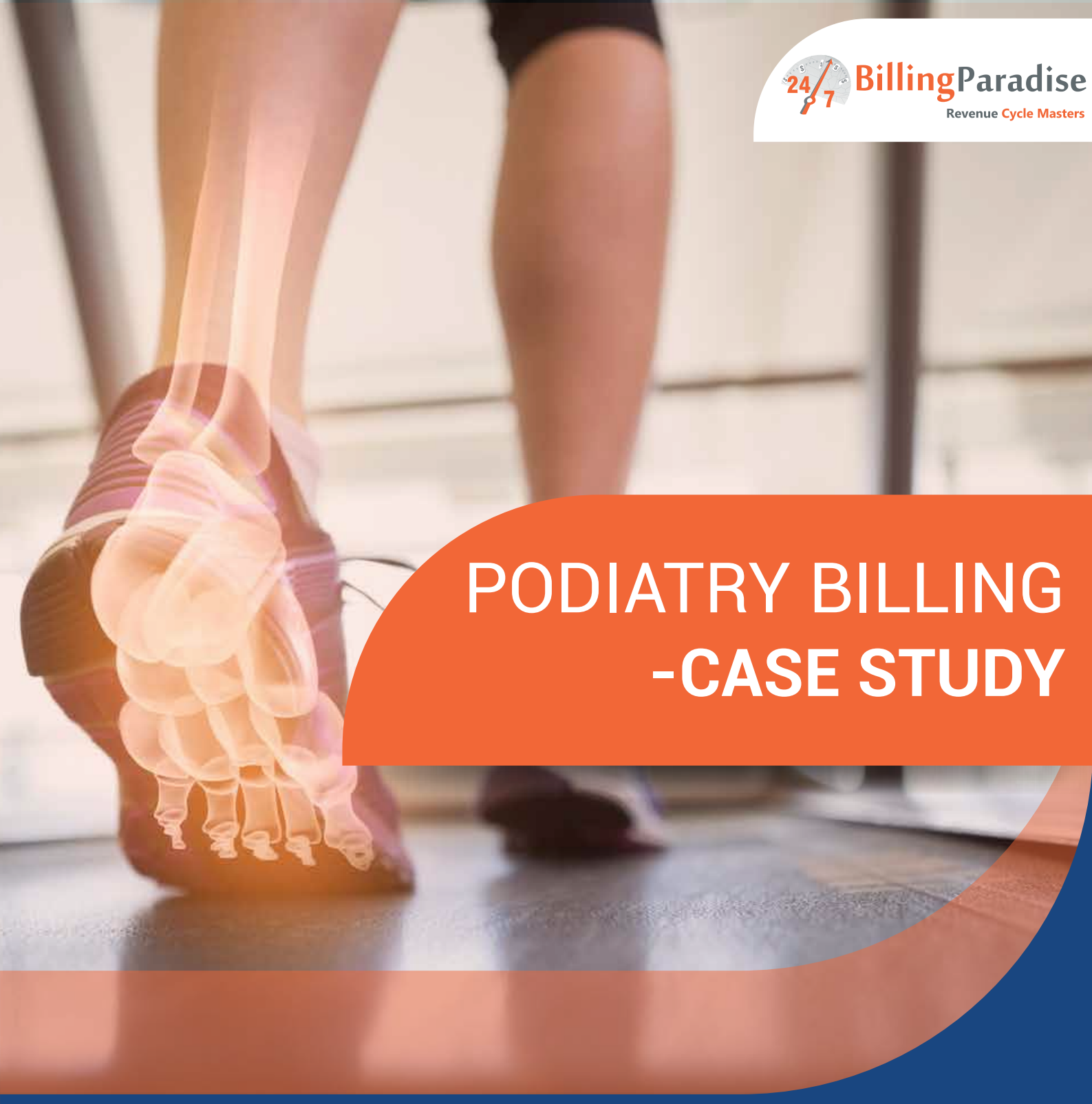

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Revenue Cycle Masters

PODIATRY BILLING -CASE STUDY

Learn What **Revenue Cycle Strategies** Worked for a **Podiatry Practice** in *Houston, Texas*

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"Assured Revenue cycle Improvement"

Increased Collections

24 Hour Service

Call Now **888-571-9069**

About Our Client

A 3 physician podiatry practice based in Houston, Texas. The podiatry practice specialized in diabetic foot care and custom foot orthotics. It had a stable influx of patients and a diverse payer mix. It is one of the popular podiatric practices in the area.

Challenge Faced

Poor collections, high claim rejection rate, unresolved denials and the in-house billing team's inability to work with the eClinicalWorks EHR were the major complaints of the podiatrists. They wanted to work with a team of medical billing experts who were experienced in working with eClinicalWorks and familiar with podiatry codes. The podiatry practice felt that teaming up with professionals who were experienced in both, working with eCW and proficient in podiatry coding could improve their revenue.

The Story

BillingParadise, upon request, provides potential clients the opportunity to communicate with our existing clientele. After speaking to a few of our podiatry and eCW clients the podiatry practice was willing to sign up for our services. After a brief meet-up at their office, we deployed a dedicated podiatry billing team and account manager to handle day-to-day billing tasks.

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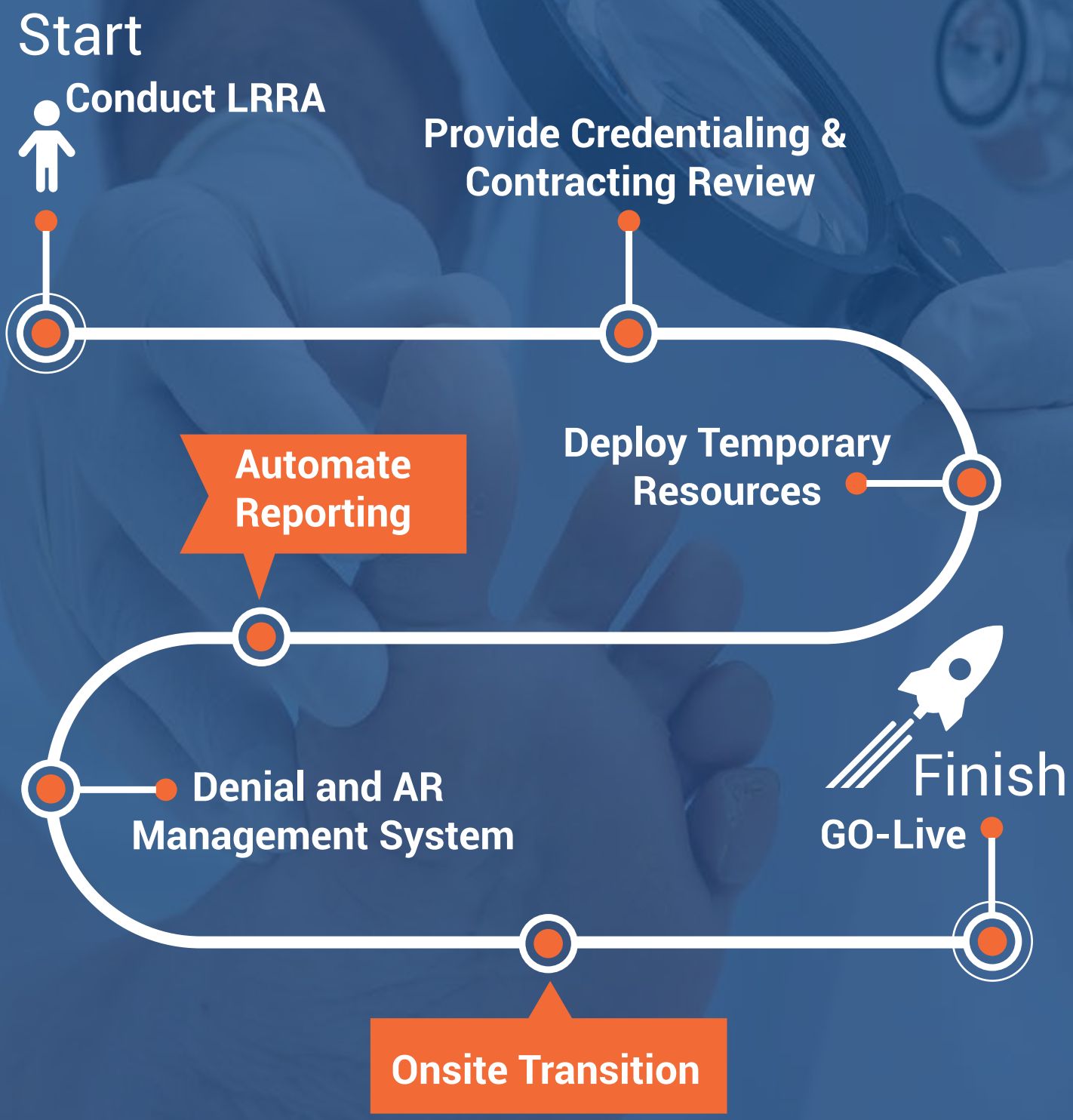
7 STEP STRATEGY TO IMPROVE CASH FLOW AND COMPLIANCE



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Conduct LRRA

We realized that the practice was facing severe coding issues and under-performing payer contracts. After conducting an end-to-end Lost Revenue Recovery Audit (LRRA), we identified the sources of revenue leakage and devised appropriate remedies to tackle them. Our CPC & CRC certified revenue auditors brought to the surface the myriad errors such as misuse of modifier 59 and erroneous codes assigned for routine foot care during the audit.

The 19, extensive revenue audit reports we offered enabled the podiatry practice to make much-needed course corrections.

Provide Credentialing & Contracting Review

Since credentialing and contracting is the backbone of medical practices we offer a free Credentialing and Contracting Review (CCR) for medical practices. We have experienced specialists with a combined experience of 50+ years to handle the credentialing and contracting needs of practices.

BillingParadise also offers a free 30 minutes CCR consultation. ***Get Schedule***

The podiatry practice was being routinely underpaid for physical therapies. We identified major variances between contracted rates and the reimbursement received. After compiling necessary documentation to appeal repeated underpayments we worked closely with the insurance company to recoup $30,000. The podiatry practice was also looking to add an additional podiatrist and anaesthesiologist on board. Our credentialing experts handled the entire credentialing process.

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Deployment of Temporary Resources

The podiatry practice wanted our medical billing team to hit the ground running as unbilled claims were piling up. To offer immediate assistance BillingParadise deployed a team of 3 podiatry billing specialists and CSFAC credentialed coders to handle the urgent medical billing and coding requirements of the practice.

Installing theBillingBridge

theBillingBridge puts its users at the driver's seat. The podiatry practice was particular about staying in charge of their entire revenue cycle as they made a terrible mistake of not monitoring their previous billers' performance before it was too late. theBillingBridge is a revenue cycle metrics reporting app that offers realtime, detailed and errorless revenue reports. TheBillingBridge has been integrated with several major EHRs such as Kareo. It is built specifically for smartphone users and works on both Android and iOS powered environments. The revenue analytics app offers insurer specific collection breakdowns.

We walked the practice through theBillingBridge and they were thrilled to bits with its intelligent reporting capabilities.

Denial and AR management

High percentage of pending accounts receivables and preventable denials were the Achilles toe of the medical practice. BillingParadise has developed intuitive, full-featured and powerful denial prevention and AR management systems to curb lost revenue.

Our denial management system bubbled up recurrent denial patterns. This helped us to put together a strong and extensive denial prevention strategy. Our AR management system, ARAnalyzer, enabled our AR management team to prioritize and categorize AR to streamline the AR calling process.

Onsite Transition

The regional manager of our Texas office, Kim Dues and podiatry revenue cycle specialist, Steve Watson, drove over to the podiatry practice to ensure a hassle-free transition. After analysing current workflows and understanding the major operational and financial issues faced, our experts created a practice-specific roadmap that intersected with the existing workflow of the podiatry practice to avoid disruptions.

Go-live

After comprehensive revenue and compliance audits BillingParadise was all set to become the revenue cycle management partner of the practice. It has been 7 months since we started working with the Texas based podiatry practice.

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RESULTS

01

7% Net Revenue Increase

02

98% First Pass Claim Acceptance Rate

03

97% Coding Accuracy

04

Reduced Pending AR By 34%

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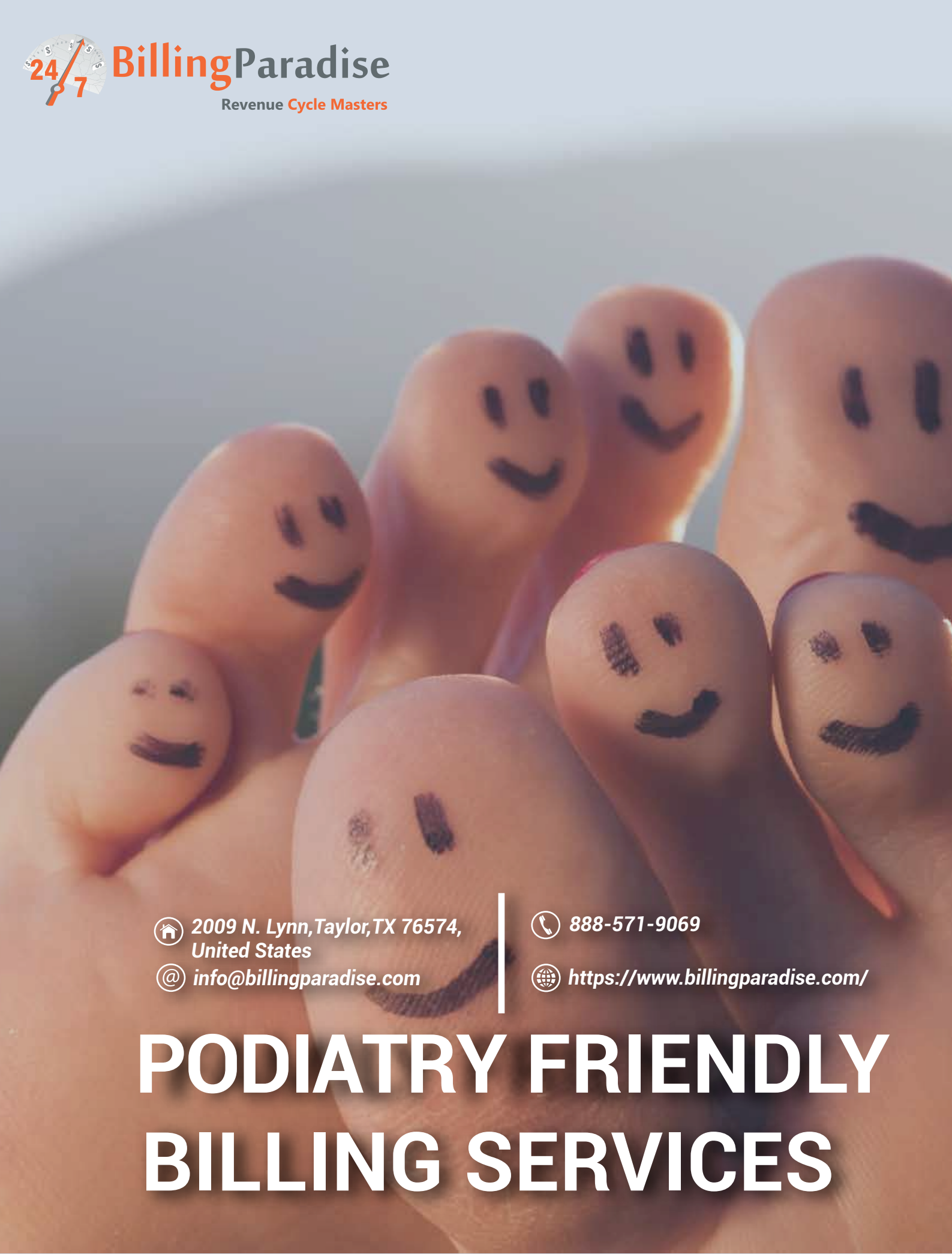

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