

SYNOPSIS:

CPa Medical Billing (CPaMB) was introduced to a client to assist with their revenue cycle management. The client was in financial despair with only nine days' cash on hand and a ballooning accounts receivable of 122 days. The internal billing department had fallen months behind on charge entry, EOB payment and denial postings. CPaMB was initially hired as a consultant to help identify and clean up major billing issues. After two months of positive results and significant improvements, the client decided to outsource their revenue cycle management to CPaMB and became a full-service billing client.

FINDINGS:

CPaMB's initial findings included (but not limited to):

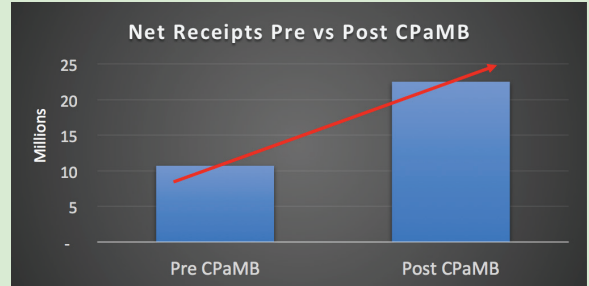
- Poor workflow processes for electronic capture of charge entry
- Delay in remit payments and denial postings
- Lack of A/R follow-up
- Credentialing issues with many third-party payers
- Referral/Prior Authorization issues for many services
- Untimely provider signoff of office notes and billing charges

RESULTS:

CPaMB's knowledge of the GE Centricity Practice Solution (CPS) along with an experienced billing staff has made dramatic improvements in most processes. Including:

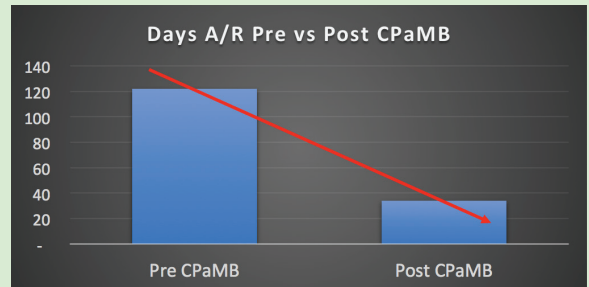
- 95% of all charges are captured within 48 hours
- Remit payment and denial postings are processed daily
- Any denials/rejections are reviewed within 24 hours of receipt
- Worked with provider staff around getting referrals and prior authorizations resulting in great improvements

GAME CHANGING RESULTS:



Within 2 years, CPaMB achieved significant results while the number of annual encounters remained the same. This growth is 100% attributable to the revenue cycle management changes that CPaMB implemented.

	Before CPaMB	After CPaMB	Improvement
Days A/R	122 days	34 days	72%
Cash Receipts	\$10.7M	\$22.5M	110%
Days Cash on Hand	9 days	56 days	520%



CONCLUSION:

CPaMB's commitment to providing high quality, detail oriented, customer friendly services resulted in a dramatic improvement in cash flow and a major reduction of accounts receivable. The financial health of the organization was stabilized and flourished! Furthermore, the client reduced administrative billing space and eliminated HR staffing issues (hiring, training, payroll, sick days, etc.)

CPaMB HAS BECOME THE OFFSITE BILLING DEPARTMENT FOR THIS CLIENT AND A TRUE PARTNER IN ENSURING SUCCESS FOR THE PRACTICE.