



## **INTERNAL MEDICINE PRACTICE – DENIAL MANAGEMENT & AR FOLLOW UP**

An internal medicine practice was facing problem of unattended denials and increased AR thus leading to a reduction in collections. We found that there were many errors due to incorrect charge entries and mismatched or absent codes and also found that there was a large volume of untouched claims. To streamline the process we first assigned a dedicated team and account manager to analyze their outstanding AR and identify the commonly occurred denials. We provided a report to the client with reasons for past denials as well as solutions to ensure these denials do not occur in the future. Once streamlined, the client's medical billing was completed within 24 hours and claims were followed up on in a timely manner.





## OUTCOMES

- ▶ Charge entry efficiency increased more than 60%
- ▶ The open AR amount reduced by 14%
- ▶ Client saw an increase in cash flow by 12% within first 6 months
- ▶ Provided a new visibility and control across the revenue cycle