

# DURABLE MEDICAL EQUIPMENT REVENUE CYCLE MANAGEMENT SOLUTIONS



## ABOUT 3GEN



Two state-of-the-art  
delivery centers



Strong team of 600+  
medical coders  
and billers



ISO 9001:2015 &  
ISO 27001:2013 certified  
and HIPAA compliant



Working with 250+  
Providers



Coding over 94,000  
charts/month

# DME SOLUTIONS

- Order Entry based on the Rx received from the physician
  - Patient Demographics Entry
  - Provider Information Entry
  - Product Code Entry
  - Rx, Sx and Dx Entry
- Eligibility Verification & Prior Authorization
- Document Handling
- Claims Processing
- Cash Posting
- A/R Follow-up
- Denial Management

# CHALLENGES FACED BY DME PROVIDERS WHILE MANAGING BILLING IN-HOUSE

1

High overhead cost and dedicated resources needed for billing work

2

Higher denial rates due to improper documentation or incorrect claims

3

More time spent dealing with insurance verification and prior-authorizations

4

Skilled resources needed to code HCPCS Level 2 codes & to add the correct modifiers

5

SMEs needed to understand documentation requirements in order to handle claim denials and A/R

6

Loss of revenue due to claim rejections

## HOW OUTSOURCING HELPS

- Thorough eligibility checks and prior authorization helps reduce denials at the initial stage
- Accurate Rx, Sx & Dx codes, modifiers, HCPCS codes reduces claim rejections and improves first time ratio
- Trained staff and immediate availability of staff resources to manage fluctuating volumes
- Shorter turnaround time for billing within timely filing limit to reduce claim cycle
- Improved efficiency and faster collections

## WHY CHOOSE 3GEN ?

- Domain experts with a deep understanding of the end-to-end billing process and payer nuances
- Dedicated account managers to handle your DME billing process
- Multiple delivery centers supporting business continuity plan
- Low operating costs with Hybrid Operating Model
- Faster collection cycle and a decrease in A/R days
- Better operational control with consistent turnaround time and without worrying about staffing challenges including attrition, vacation, sick leaves, etc.

# Contact Us



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