

Case Study: Comprehensive Outpatient Billing

Inner-city Hospital adds over 1.3M annually to the bottom line through efforts of MAS

Updated January 2012

Summary:

Collecting Healthcare receivables for services already rendered is a continuous challenge for most hospitals. In the case of this inner city hospital, the sheer volume of open receivables coupled with the increasing number of patient visits had impeded their staff's ability to collect.

Program Objective

- Putting an end to uncollected receivables
- Maintaining status quo of hospital payroll.
- Increase cash flow.
- Provide early warning of potentially costly areas not being addressed

Areas to Take Under Consideration

1. What investment of time, money and resources would it take to effectively perform this function in house versus outsourcing with established experts?
2. Is laborious aged outpatient follow-up the best use of hospital time, money and resources?
3. Are there systems and personnel in place to handle the increased volume of aged outpatient follow-up?

Hospital Profile:



Inner City Hospital

Hospital Type: General Medical and Surgical

Beds: 250

Admissions: 10,638

Outpt Surgeries: 2,498

ER Visits: 31,137

About Medical Account Solutions (MAS):

Since 1986, MAS has been creating customized billing programs and expert consultation services to precisely fit each of our hospitals' unique medical billing scenarios. Our over 25 years of expertise allows the hospital to secure payments, both efficiently and effectively. To everyone's benefit, the MAS approach gets through significantly more claims faster than what our client's office can do on their own

Historical Perspective

1. After serious consideration, the Inner City Hospital hired MAS to reduce costs and add their unique expertise to their aged outpatient follow-up process.
2. MAS took ownership of the open outpatient receivables, organizing, systematizing and saving countless hours for the hospital staff.
3. MAS created the necessary IT interface between the hospitals and MAS proprietary billing system.
4. MAS conducted a thorough analysis of all accounts.
5. Corrected & resubmitted all payable claims.
6. Billed patients where appropriate.
7. Determine appropriate write-offs for the hospital.
8. Instituted a dialogue with the hospital to address issues. Recommendations to resolve these issues were supplied.
9. Account resolution details were provided with itemized reports.

Accomplished Benefits

- ❖ MAS initiated monthly hospital staff meetings.
- ❖ Worked through the hospital's software conversion.
- ❖ MAS is fully proficient on all hospital systems.
- ❖ Working as a consultant and trusted advisor to hospital management brought extra added value.
- ❖ Hospital can count on over 1.3M annually to their bottom line.

Appreciated Results

- MAS continued to bring results, even during several administration changes.
- To increase and sustain cash flow, a system of policies & procedures, as delivered by MAS, has to be in place.
- Established communication channels were created to make hospital management easier.
- The hospital was able to work with a smaller staff in concert with MAS.

Conclusion

Outsourcing critical functions such as "Aged Outpatient Billing" is a daunting task not to be taken lightly. It presents significant risks for all involved. The key to our mutual success throughout this 5 year span was through a mutual trust and for both parties to collaborate. We were told on many occasions that the hospital would not be able to flourish without the expertise and efforts of MAS.

Outsourcing when employed as a prudent investment is far from being an unneeded cost. These methods enabled MAS to deliver excellent service and optimal results with minimal client involvement.

Delivered Results

2007 through 2011

87,789 Total Claims Addressed

\$1,389,298 Total Collected 2011

\$5,510,218 Total Collections 2007-11