



Case Study: Transforming Accounts Receivable and Denial Management for a Multi-Specialty Clinic



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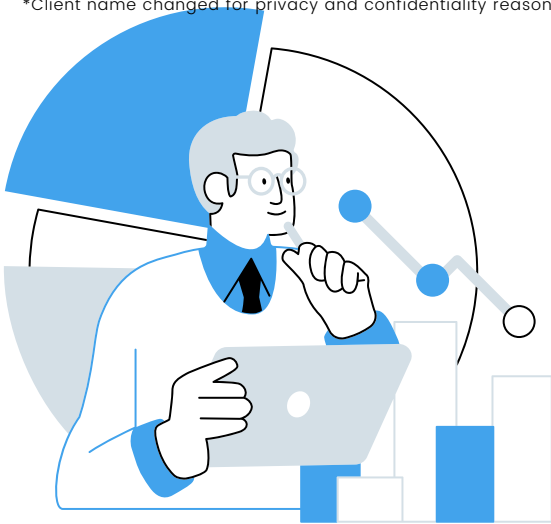
The flexibility offered by Tausch is unmatched. We can opt for end-to-end outsourcing or task-based services, which has allowed us to tailor their support to our specific needs. It's a true partnership.

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CLIENT OVERVIEW

Tausch Medical was approached by a multi-specialty clinic, Harmony Healthcare Group*, facing significant challenges with their accounts receivable (AR) and denial management processes. The clinic's leadership sought to optimize revenue recovery and reduce the impact of denied claims.

*Client name changed for privacy and confidentiality reasons.



CHALLENGES FACED

High AR Aging: The clinic had a substantial backlog of aging accounts receivable, with a significant portion exceeding 90 days. This negatively impacted cash flow and financial stability.

2. Increasing Claim Denials: Harmony Healthcare Group was grappling with a surge in claim denials, leading to delayed revenue recognition and additional administrative efforts to manage disputes.

3. Inadequate Denial Management: The clinic lacked an efficient denial management system, resulting in unaddressed denied claims and revenue leakage.

*Client name changed for privacy and confidentiality reasons.



RESULTS ACHIEVED

- 1. Significant Reduction in AR Aging:** Tausch Medical successfully reduced the clinic's AR aging by 50%, resulting in improved cash flow and financial stability.
- 2. Dramatic Decrease in Claim Denials:** With proactive denial management strategies in place, the clinic experienced a 40% reduction in claim denials, leading to faster revenue recovery.
- 3. Streamlined Appeals Process:** The introduction of an automated denial tracking system streamlined the appeals process, leading to a 30% increase in successful appeals and revenue recapture.
- 4. Enhanced Revenue Performance:** Harmony Healthcare Group witnessed a notable improvement in overall revenue performance, allowing them to reinvest in patient care and practice growth.
- 5. Improved Staff Efficiency:** With staff training and process enhancements, the clinic reduced administrative overhead related to denial management, leading to more efficient operations.

CONCLUSION

Tausch Medical's tailored approach to accounts receivable and denial management addressed Harmony Healthcare Group's challenges effectively. The results included a substantial reduction in AR aging, decreased claim denials, streamlined appeals, and enhanced revenue performance, allowing the multi-specialty clinic to focus on providing high-quality patient care with financial confidence.

SOLUTION IMPLEMENTED

Tausch Medical devised a comprehensive strategy to enhance accounts receivable and denial management for Harmony Healthcare Group.

- **AR Cleanup and Optimization:**

- Tausch Medical conducted an extensive AR cleanup, identifying and prioritizing aged accounts for follow-up and resolution.
- We established a systematic process for monitoring and managing aging AR, reducing outstanding balances significantly.

- **Denial Analysis and Resolution**

- Our team conducted a detailed analysis of denied claims, identifying root causes and patterns leading to denials.
- We implemented proactive measures to address denial issues, such as improving documentation, coding accuracy, and claim submission processes.

- **Appeals Management**

- Tausch Medical developed a robust appeals management system to challenge unjust claim denials promptly.
- Our experts tracked appeals through to resolution, ensuring minimal revenue loss due to denials.

- **Automated Denial Tracking**

We introduced advanced software to automate denial tracking, allowing for real-time monitoring and quick response to denials.

- **Staff Training**

To sustain improvements, we provided training to clinic staff on denial prevention, documentation, and coding best practices.

- **Reporting and Analytics**

Regular reporting and analytics provided insights into denial trends, allowing for continuous process improvements.

TALK TO US FOR A FREE TRIAL

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