

The Client

Our client is a leading EMS billing company in the United States.

A photograph of a white ambulance with yellow and green stripes, moving on a road. The word 'AMBULANCE' is written on the front in reverse.

Billing provider drives up revenue for emergency/ambulance services companies

Business Requirement

Balancing the operations of EMS and ambulatory services with business and cash flow needs can be a difficult task. Our client was facing margin pressures with rising operational costs, and were looking for a solution that could provide cost savings, as well as develop operational efficiencies and increase collections.

The client needed:

- A consistent stream of cash flow and a process driven claims processing,
- Ensuring that compliancy issues addressed effectively and quickly,
- Secondary claim visibility and follow up,
- Secure client access to the claim system
- Data analytics/dashboard and
- Consistent denial/rejection/error claims follow up.

Major challenges were

To grow profitably, the client wanted to improve cash flows by optimizing their revenue cycle by tackling:

- Very high A/R days – 90 days
- Higher Denials - up to 33%
- A very high turnaround time (TAT) of around 72 hours
- Realizing Cash Per Trip by reduced DOS
- Increasing Collection ratio – Unmet cash goals at 94%

Beyond Possible

ApexonHealth extended the client's enterprises by transforming their revenue cycle operations, thereby increasing collections, accelerating cash flow and improving customer service while lowering costs.

ApexonHealth's Solution

Given the intricacies and demands of the industry, ApexonHealth came up with a simplified EMS billing alternative with proven cost-effectiveness, streamlined efficiency and unparalleled customer service.

Solution highlights

- Getting on board resources with ambulance billing and coding knowledge, and trained for ICD 10 migration.
- Automated quality check and compliance tool to validate end outputs towards effective quality measures to reduce turnaround time (TAT) in billing & collections.
- Automation tools to speed up collections, check eligibility remits extraction log in spreadsheet is replaced by an app with reporting features.

Business Benefits

ApexonHealth used an innovative and dedicated approach to manage the client's RCM services, and as a result revenues went up, administrative overhead costs reduced and the patient and customer service of the client improved.

Benefits included:

- AR days reduced to 40 – 45 days
- Denials rate less by 30%
- TAT decreased to 24 hours
- Cash per Trip increased by 10%
- Collection rates were high by 15 – 20%



About ApexonHealth

ApexonHealth is the healthcare division of Technosoft Corporation. The company provides AI-driven solutions for healthcare Providers, Payers and other healthcare organizations leveraging our proprietary Newton AI Digital Transformation Platform. Newton AI combines machine learning, Robotic Process Automation (RPA) and Business Process Management (BPM) to help customers to reduce costs, improve cash flow, and increase customer satisfaction.

ApexonHealth is headquartered in Southfield, MI and has certified service delivery centers in the US and India. With over 12 years of healthcare experience, ApexonHealth is trusted by dozens of Fortune 500 clients and is an active member of HFMA, HBMA, AHIMA, AAHAM, AAPC, MGMA, AHIP and CISA. Visit www.ApexonHealth.com

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