



Billing & collections services help CHCs manage revenue goals, increase reimbursement rates

The Client

The client is an industry expert assisting Community Health Centers (CHCs) with all aspects of the revenue cycle services.

Major challenges included:

- A/R days as high as 110 days
- Higher Denial rates - 10%
- Rejection rate of 12%
- Higher coding errors/Medical Necessity
- Low collection rates

Business Requirement

With burgeoning healthcare costs, federally qualified health centers (FQHCs) are struggling to handle their revenue sources, while not being sure if their commercial contract rates and conditions are appropriate and fair. FQHCs are required to use a sliding fee scale with discounts, which makes them struggle to maximize insurance billing revenue and implement sound collection procedures.

- Key problems included patient access, revenue cycle management, patient waiting times, data quality, data visibility, scheduling, and provider productivity.
- The client wanted to identify areas for improvement and to implement a strategic plan rapidly to achieve ongoing, scalable and sustained performance goals.

Beyond Possible

Detected errors in coding, and provided billing staff with up-to-the-minute graphical insights into accounts receivable to identify charge capture deficiencies and take corrective action.

Provided scheduling staff with predictive solutions to better match capacity and demand and increase overall provider utilization.

ApexonHealth's Solution

Technosoft has been working with the client since 2006. Our team of FQHC billing specialists handles around 11 community health center claims and 30 physicians.

Our methodology is based on taking a pro-active approach and helping our client maximize their revenue. This involves looking at all business processes to ensure that the revenue cycle is operating at peak efficiency. We also deployed intelligent denial analytics to bring down the rejection rates.

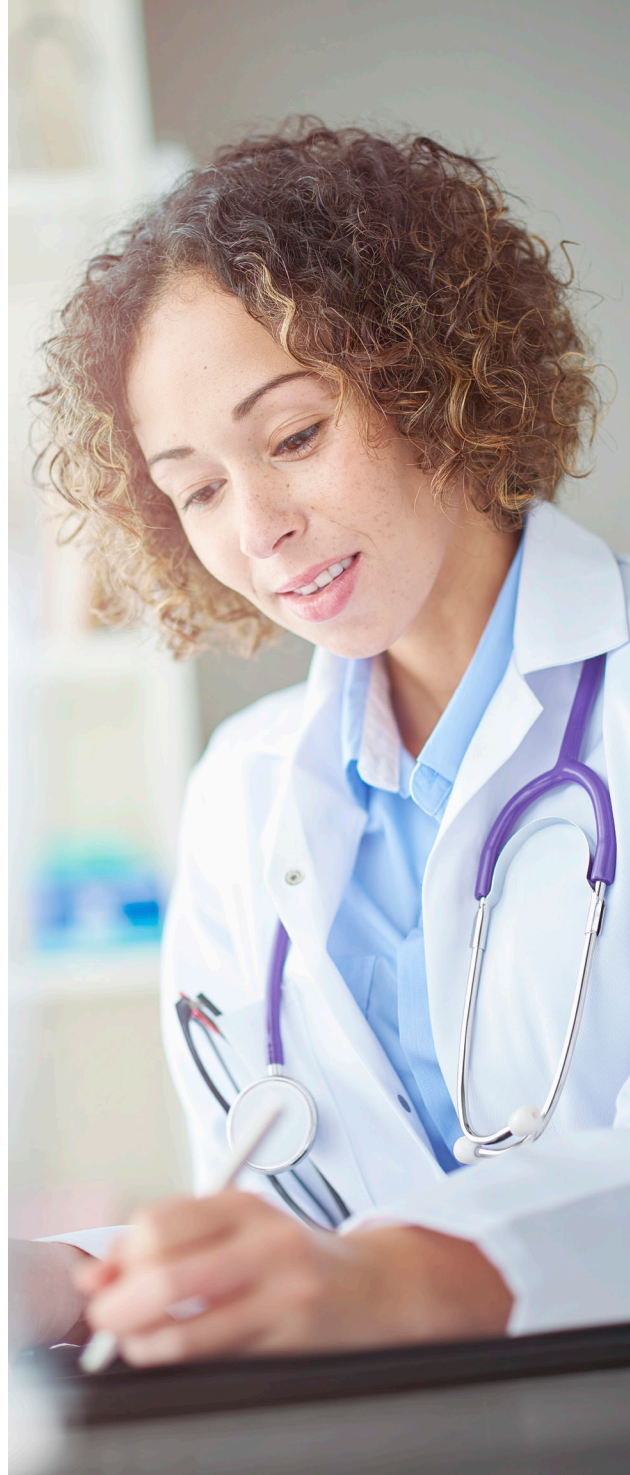


Business Benefits

Following our engagement, our client was successful and instituted processes to improve the revenue standards of FQHCs upon previous billing and collections efforts. The FQHCs have collected hundreds of thousands of dollars from previously unpaid claims and substantially reduced their average A/R days.

In short, the benefits for the client included:

- Higher net collections
- Industry's best results for billing and collections



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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