

CASE STUDY

Collected 67% not-on-file claims & 45% denied claims; Processed 40,000 cases within 3 months

Type of Organization

Prominent Home Infusion & Community Pharmacy

Location

Chicago, USA

Size of Organization

1,001 – 5,000 Employees

Engagement Period

5 Years



The Challenge



Decline in first pass claims from industry standard of 93% to a threshold limit of 90%



Decline in collection rates from industry standards of 96%-98% to a threshold limit of 90% as a result of delayed denials, non-receipt of claims and non-submission of denials to insurance



Increase in days in receivable outstanding (DSO) or AR Days up from industry standard of 45 days to a threshold limit of 55-60 days



HelioNext Solution



Encouraged teams to prioritize work on recently billed claims (14 days after the billed date)



Timely work on all claims submitted to all payors either electronically or on paper



Timely reporting on all 'denied' and 'not-on-file' claim cases



Effective transition and quick ramp up capabilities to ensure all sites were rolled out within 45 days



Identified paid claims for which payment was yet not posted in the application



Timely follow-up on in-process claims



Results



Collected payment on 5,839 (67.2%) claims of 7,934 (14.88%) that were reported as 'Not-on-File', within three months



Collected payment on 1,666 (45.46%) claims of 3,890 (7.30%) that were reported as 'Denied', within three months



Processed approx. 40,000 cases in the second month