

CASE STUDY

Optimized hospital revenue, improved medical coding accuracy and enhanced capacity management in 2 months

Type of Organization

Multispecialty Healthcare Facility

Location

Ohio, USA

Size of Organization

7,500 Employees

Engagement Period

4 Months



The Challenge



High backlog of coding of outpatient, emergency department, same day surgeries, observations, ancillary and inpatient accounts



Delays in processing medical claims owing to staffing issues



Inability to handle volume spikes due to lack of back-ups for trained resources



High salary costs associated with new hires



Lack of Staff



HelioNext Solution



Onboarded certified coders with multispecialty experience; conversant in client's Practice Management System



Reduced the training duration given team's familiarity with coding application



Streamlined processes by preparing practice specific coding policy



Assigned SMEs to speed-up TAT and accuracy



Facilitated effective client communication via emails and conference calls



Escalated issues accurately and on-time



Results



Cleared backlogs, reduced operational costs and increased client satisfaction



Optimized hospital revenue with on-time claim submission



Ensured compliance and accuracy with regards to medical coding



Facilitated the clearance of all pending volumes with a 24-hour-TAT



Facilitated a seamless experience by providing a cost-effective solution



Improved capacity management within the existing team size



Empowered the client's team to focus on quality audits