

CASE STUDY

Reduced denial rates, Achieved 98% accuracy in medical record documentation in 1 month

Type of Organization

1 1

Size of Organization

Engagement Period

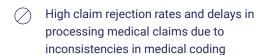
Multispecialty Hospital Multiple locations across the United States

7,500 Employees

Ongoing



The Challenge





Lack of appropriate diagnosis codes and other medical necessities leading to claims being denied



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



High salary costs associated with new hires



HelioNext Solution

Assigned subject matter expert to handle coding assignments.

oximes Identified key contributing factors for claim denials.

Streamlined processes by preparing practice specific coding policy.

Facilitated effective client communication via emails and telephonic conversations.

© Escalated issues on-time and suggested permanent solutions.

Facilitated seamless offshore processing.



Results



Decreased rate of rejections almost immediately



Achieved 98% accuracy with regards to medical record documentation



Ensured compliance, reduced backlog and increased client satisfaction



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



Improved capacity management to help client pursue aggressive growth



Secured coding assignments of 4 other specialities through well-organized performance