



Case Study: Optimized Revenue Cycle Management Services

e4e Healthcare services

Celebrating
10
Years
2000-2010



Optimized Revenue Cycle Management Services

Clients Pain Points

- ⑩ Increasing AR : Ever increasing AR, Clients unaware of the reasons nor did they have a solution
- ⑩ Quality : No root cause analysis for outstanding cases
- ⑩ Turn around time : Claims were not filed on time. Rejections not worked timely & even when worked not worked properly

Our Solutions

- ⑩ RCM services : Customer chose e4e's RCM services to better control their increasing AR
- ⑩ Re-engineer process : Customer also chose e4e to do a real time review of their billing processes& establish checks & controls. They opted for a solution oriented approach through e4e.

Outcome

- ⑩ 10% increase in Collections
- ⑩ 24 Hours TAT, AR days reduced from 91 to 57 days. 355 reduction in cost of Client servicing, 20% reduction in repeat collection attempts
- ⑩ AR>120 days reduced from 42% to 25%
- ⑩ Payment % of net charges increased from 34% to 45%