



A TRUSTED PARTNER TO ACHIEVE
TRANSFORMATIONAL
EXCELLENCE IN BUSINESS PROCESSES



CASE STUDY



THE CLIENT : An established Physician Group based in the US



REQUIREMENT : Handling and maintaining Accounts Receivables processes

CHALLENGES FACED BY THE CLIENT



Inappropriate analysis of denials and irregular follow up with insurers



Claims running short of time and into timely filling limits



No proper documentation and escalation for the claims was done leading to difficulty to follow up with insurance

OUR SOLUTIONS



AR were split based on the age bucket which helped to prioritize the AR based on the severity



Trends and patterns were identified to help collect money in the case of bulk denials



Proper training was provided for documentation and escalation which helped in consecutive follow-ups to understand them and take the required corrective measures without failure

RESULTS



The denials at the client's end can now be categorized and the edits can be deployed to eliminate most of the denials in the front-end or before entering the charges



Knowledge base is available and kept for future references to avoid any unnecessary follow-up or appeal



Improved cash flow for the practice

VIAANTE AT A GLANCE



A reliable partner

Creating a winning proposition



Quality Service Assurance

Internal Quality Programs, Engraved Quality Practice, Sustaining Quality Standards



Talent Pool

Availability of Large skilled Workforce & Best-in-class Infrastructure



6 Delivery Centers in India



700+ dedicated employees



ISO 9001:2015 to 27001:2013 Certified



SSAE 18 Type II Compliance



HIPAA Compliance



PHI Compliance

OUR CAPABILITIES



30 Million+ Healthcare transactions annually



Experience across Healthcare domain



24 X 6 Global Coverage – Follow the Sun Model



Proprietary Tools & Techniques for Workflow Management



International Delivery Capabilities On Time



Customized Value-based Contracts, Consistent High Quality at Optimal cost level

VIAANTE's EXPERTISE

100000+ Annual Provider Credentialing



Epic



\$50Million+ AR Collections

eClinicalWorks



500+ Experienced Resources

HealthFusion®



290+ Provider Specialists



nuMed



SOME OF OUR HEALTHCARE PROVIDER SERVICES

• Patient Access

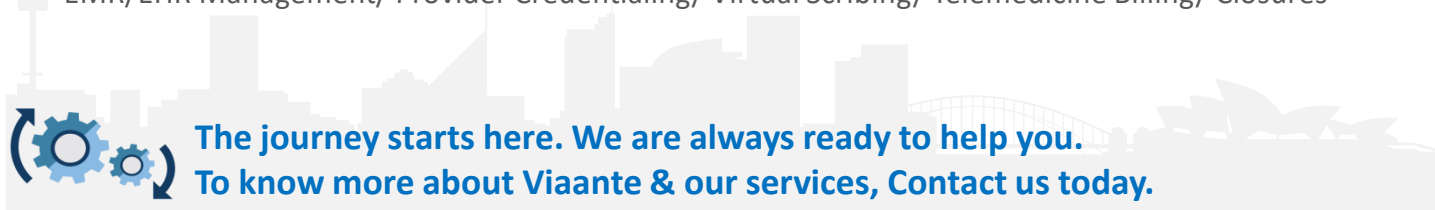
Patient Scheduling/ Patient Demographics/ Prior Authorization/ Insurance Eligibility and Benefits Verification/ Medical Transcription

• Revenue Cycle Management

Medical Coding/ Charge Entry/ Claim Submission/ Payment Posting/ Account Receivables Management/ Denial Management

• Technology and VAS

EMR/EHR Management/ Provider Credentialing/ Virtual Scribing/ Telemedicine Billing/ Closures



The journey starts here. We are always ready to help you.

To know more about Viaante & our services, Contact us today.

ABOUT VIAANTE BUSINESS SOLUTIONS PVT. LTD.

Viaante is focused towards achieving – Operational Excellence! Our solutions and services are designed and constantly fine-tuned deliver value propositions which improve and augment current business operations. We are constantly working towards creating a win-win outcome for all stakeholders – customers, partners and our employees.

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