



A TRUSTED PARTNER TO ACHIEVE
TRANSFORMATIONAL
EXCELLENCE IN BUSINESS PROCESSES



CASE STUDY



THE CLIENT : An established healthcare revenue cycle management company in the US



REQUIREMENT : Handling and maintaining Accounts Receivables processes

CHALLENGES FACED BY THE CLIENT



Bucket..60, 90,120 & 180 days ageing



Most of the accounts had been paid off partially however a major percentage of non payment were due to denials



Some of the claims were fully denied, for the following main reasons:

- ✘ Timely filing not done
- ✘ Pre authorization not done
- ✘ Incorrect billing, errors in demographics, incorrect codes etc.



ACCOUNTS RECEIVABLE



OUR SOLUTIONS



Priority given to ageing buckets and high dollar value.



Effective handling of unusual client request as mentioned below:

- a) Back dated and in-depth reports sent to clients on request
- b) Switched over the AR accounts periodically

STEPS TAKEN:

- AR analysis: Reasons for denials analyzed and the effective measure to reduce it were undertaken.
- Scheduled reminders with the client on accounts not been actively worked on.
- Ensured Regular client interactions and updates.
- Internal team was appointed that can do Prior authorization during STAT and as per request.
- In-house AR expertise filled up the process flow gaps.

RESULTS



Speedy resolutions of rejections and Drastic Improvement in AR Collections



Effective follow ups with various payers for Denials



70% of high dollar value collections



Cost saving of around 45%

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



Technology Enablement and Innovation



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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