



A TRUSTED PARTNER TO ACHIEVE
TRANSFORMATIONAL
EXCELLENCE IN BUSINESS PROCESSES



CASE STUDY



THE CLIENT : One of the leading medical company in Southern California



REQUIREMENT : Charge Entry services





CHALLENGES FACED BY THE CLIENT

- ✘ Failure to effectively document care information
- ✘ Huge backlog as very high volumes of claims had to be processed
- ✘ Unclear fields and formatting leading to demographics error
- ✘ Incorrect data entry (coding errors)
- ✘ Missing claim filing deadlines
- ✘ Multi specialty claims

OUR SOLUTIONS

- ➔ Initially a report was pulled out from the client website and allocation was planned accordingly. From the report, reference ID was taken to extract the fee sheets.
- ➔ A Master File was maintained on a daily basis to track the allocation and quality of the resource.
- ➔ This file was also used to align Client's Report with the daily work done by us.
- ➔ Pending Claims were sent to Client on every Friday along with query handling session.
- ➔ TAT – all claims were cleared on same day.
- ➔ 100% quality audit was conducted on daily basis.
- ➔ Report was sent to Managers on daily basis with Client.
- ➔ All updates from Client were documented and shared with the resources.
- ➔ Work volume spikes were handled by increasing the daily targets and planning the day accordingly.
- ➔ Top errors were identified and worked on.

RESULTS

-  Higher reimbursements increasing the ROI by over 40% and accelerated growth in business
-  Client was able to save a huge overhead cost
-  Quality and accuracy over 96%
-  Error rate minimized to a great extent by referring to the older charges and the internal manual of billing guide maintained in our valued repository system

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

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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