



A TRUSTED PARTNER TO ACHIEVE  
TRANSFORMATIONAL  
EXCELLENCE IN BUSINESS PROCESSES



## CASE STUDY



**THE CLIENT** : One of the topmost medical billing providers based in Atlanta



**REQUIREMENT** : Patient Demographics and Charge Entry services

### CHALLENGES FACED BY THE CLIENT

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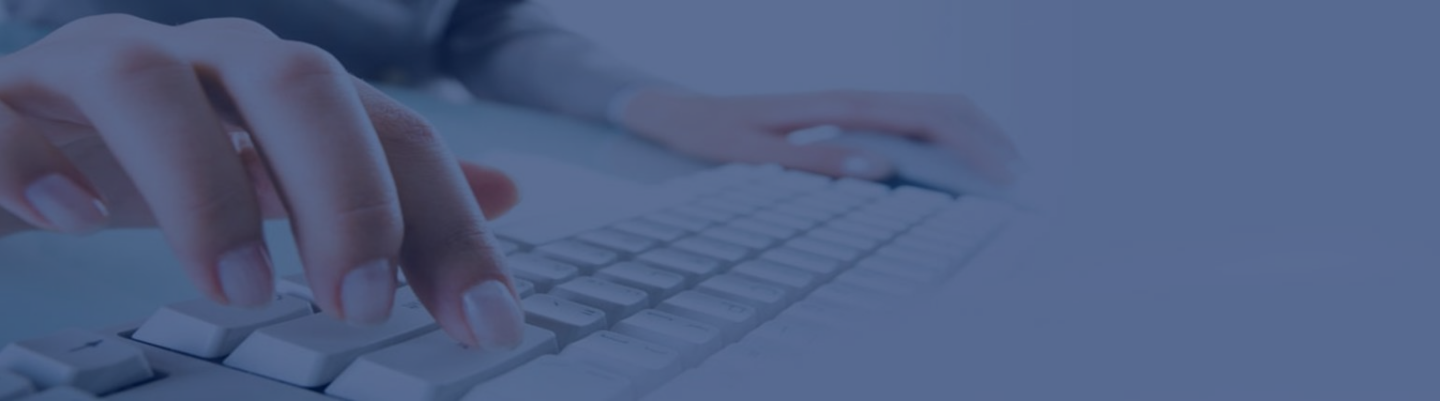
Processing more than 1000 claims per month



Issues with the turnaround time and the quality of results and services from previous service provider



Lesser time engaging with the existing service provider leading to the queries remaining unsolved



## OUR SOLUTIONS

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Deployed team of highly experienced medical billing professionals and assigned them to work on the project on a full time basis



The Viaante's team was successful in meeting as well as exceeding the monthly target of processing the claims



Resolution of queries was done internally within the team by our experienced medical billing professionals and quality results were delivered to the client



Implemented a robust reporting frame work which assisted in reducing the query resolution time with the client

## RESULTS

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95% accuracy was achieved right from the first day of the project



Very low error rate was accomplished and maintained till the end



Clarification sought was kept to minimum and huge amount of backlogs were cleared in less time

# 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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