



# CIPL



## CASE STUDY

### The Challenge

An anesthesia practice with over 125 providers was outsourcing its billing & collections to a small billing company. They were struggling with inefficient collections due to lack of a solid billing process being in place. Charges were missed, coding was inaccurate, there were too many rejections and they were not being handled on time, denial rate was much above the usual, clean claims submission rate was just 69 %. The direct result was loss of revenue and disrupted cash flow. They needed a partner who knew Anesthesia billing & collections and moreover someone who cared for them and would bring solid technological advantage. This is where CIPL stepped in!

### THE CIPL Solution

- We performed a thorough audit of their processes and AR to implement a custom workflow that would best suit their needs.
- Our 100 % certified coders with several years of experience in Anesthesia coding, hit the ground up and running and coding errors were a thing of the past in no time.

- With our highly effective claims scrubber with over 2 Million built in rules, the rejections were just a handful and ALL rejections were being worked within 48 hours.
- Our highly qualified denial management team utilizing the over 100 custom appeal templates available to them, was able to successfully appeal and resolve issues.
- ALL accounts that qualified for AR follow up were being worked at 30 days, there was no delinquency in claims follow up.
- Providers were given visibility to both their charges and collections, so they could see the change for themselves.

### Results

- Clean claims ratio went up to 96 % in the first 30 days.
- Collections went up by 140 % in the first 60 days
- Days in AR came crashing down to 32 from an unacceptable 58 at 180 days
- Coding accuracy went up to 99.3 % and coding denials were just a thing of the past
- AR over 120 was reduced to 9.5 % from the earlier 29 %
- Our first level underpayment appeal success ratio in the first 90 days was over 84% during the last quarter.

- With increased and sustained cashflow the practice has added 25 additional providers in the past 6 months.

### Client Testimonial



"In our long association with CIPL, they have automated several of our revenue cycle areas with their intuitive solutions. **Our past quarter coding accuracy was over 99 %, which is amazing! Our revenue is up by 36 % and all this while we have still saved on costs.** The best part for me is that they care about my goals. We are happy to recommend CIPL to anyone who wants a vested partner that can improve the bottom line."

