

# Surgical Centre with Lab Services Collections Improvement & Dashboard Reporting Case Study

Promantra Case Study - Jan-2024

## Client Profile:

An individual mid-size surgical center offering office consultations, surgeries, and laboratory services for about 450 patients monthly.



## Background

Promantra collaboration established initially to collect Bad insurance AR and patient bad debts. However, by gaining access to their systems for Audit requirements Promantra was able to identify critical issues leading to providers cash flow difficulties and establish a complete RCM partnership to uplift this business.

## CHALLENGE

This practice was in high debts due to inaccurate credentialling process, 85% of AR in 120+ aging bucket unable to maintain payroll and nearing bankruptcy stage within a year from establishment.

## SOLUTION

Quick identification of top insurances contributing >80% of overall outstanding AR and understanding credentialling and Accreditations requirement for the practice.



Helped speedy submissions of all required provider data and follow ups to existing applications to all insurances and federal programs on credentialling process.



Rigorous connect with provider relations and enrolment teams, completing frequent follow-ups through various modes of communication (Fax, E-mail & On call).



Enrolling ERA and EFT setups in Practice Management System which expedited payment posting and reducing missing / delays in posting payments.

-  Identified Clearing house edits and implementation of quick fixes in the PMS to automate claim submissions from the system.
-  Addressed high cash opportunity claims for follow up and initiated aggressive follow up on overall AR to ensure maximum results and control TFL/AFL spill outs.
-  Office front desk staff education opportunities identified and provided coaching to effectively collecting complete patient demographics and to complete preliminary eligibility checks.

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Designed process workflow through by offering signature workflow management tool to complete record maintenance, effectively handle interdepartmental communication, reduce cycle time of Scheduling - Authorizations - Medical management - Coding - Charge entry - Claims submission - Payment posting - AR Follow up and Denial Management.



Seamless performance reporting access for DR. and office staff to easily navigate data, monitor collections against contracted fee schedules and communicate their challenges in AR to Promantra team through system login and user-friendly Mobile APP. Providing automation with one stop solution to the provider to get to a granular level of a claim in any stage of RCM cycle that enabled effective management of denials and resolutions.

## Key Improvements

Changes in workflow setups helped our Practice partner to clear their debts and establish 3 new branches in the region in past 3 years.



**90%**  
Increase in collections



**36 Days**  
Average AR Aging



**\$ 270K**  
Collected from Old AR

## RESULTS AND CLIENT BENEFITS



1

### Increase in Collections

The seamless processing and workflow automations supported this provider to collect 90% of the overall AR and contained the adjustments arising out of old enrolment issues to below 10%.

2

### Reduction in AR Aging

Overall denial rate was brought down and managed below 6% consistently with help of workflow automation tool, that assisted client to encounter faster reimbursements and witness AR days maintained at 36 days.

3

### Reduction in Coding Denials

Reduced coding related denials by creating workflow validations in the system by cross mapping payer guidelines to the tool. This also helped practice prevent future denials as well.

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## CLIENT TESTIMONIAL



I want to express my utmost appreciation for the exceptional billing services provided by your team. Over the past three years, our partnership has resulted in remarkable improvements in my monthly collections. Your meticulous attention to detail and commitment to prompt payments on aged claims have greatly optimized my accounts receivable. Additionally, the Dashboard automated workflow tool has revolutionized the way I access and analyze claim-level information, reducing the need for manual logins. I am grateful for your expertise, dedication, and exceptional service, which have positively impacted my practice's financial health. Thank you for your continued support and professionalism.



## About ProMantra

Promantra is a reputable company known for providing exceptional billing services for over two decades. With our commitment to prompt payments, we have helped numerous clients optimize their revenue cycle. Our innovative Dashboard automated workflow tool has revolutionized the way clients access and analyze claim-level information, enhancing overall efficiency and financial health.

By partnering with ProMantra, you can experience the same exceptional billing services that have transformed countless practices. With our expertise, dedication, and commitment to excellence, we can help you streamline your revenue cycle, improve cash flow, and achieve financial success.

**Trust in ProMantra for reliable, and effective billing solutions.**



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