

CASE STUDY | expEDIum Medical Billing



A clinic with 10 providers that used an outsourced billing company to process claims. They provided inpatient consulting for over 10 hospitals and submitted professional claims for their services.

The billing company was using legacy billing software.

The issues faced included:

- Not having an integrated electronic claims processing and submission.
- A better view of the claim life cycle and a level of automation.
- Consistent stream of cash flow and process-driven claims processing.
- Secondary claim visibility and follow-up.
- Data analytics/dashboard and
- Constant denial/rejection/error claims follow-up.

expEDIum migrated this client from their legacy system to the expEDIum Medical Billing solution, along with the patient and claims data. expEDIum eMB addressed the main issues faced by the clinic. In addition to the above issues, the solution has a built claim validation and a claim scrubber that ensures only error-free claims are sent to the clearinghouse and the payers. The solution streamlined their billing operation by standardizing the processes, making the claim life cycle more transparent. The biller was able to increase productivity and streamline the billing operation.

The billing operations were more streamlined, with more automation and less paper handling concerning bookkeeping, invoices, etc.

The providers could access their data using secure provider logons, and the clinic administrator had various reports available to her at any time. This installation used Availity, Office Ally as clearinghouses, and Payspan Health to receive ERAs from specific payers.

“We are currently using expEDIum Medical Billing software from expEDIum. We are convinced that this software is the very best in the market for our requirements. The superb after-sales service that is rendered by the company staff is second to none. The staff are knowledgeable about their products and are aware of HIPPA regulations in the USA. They are very easily accessible and ready to help.

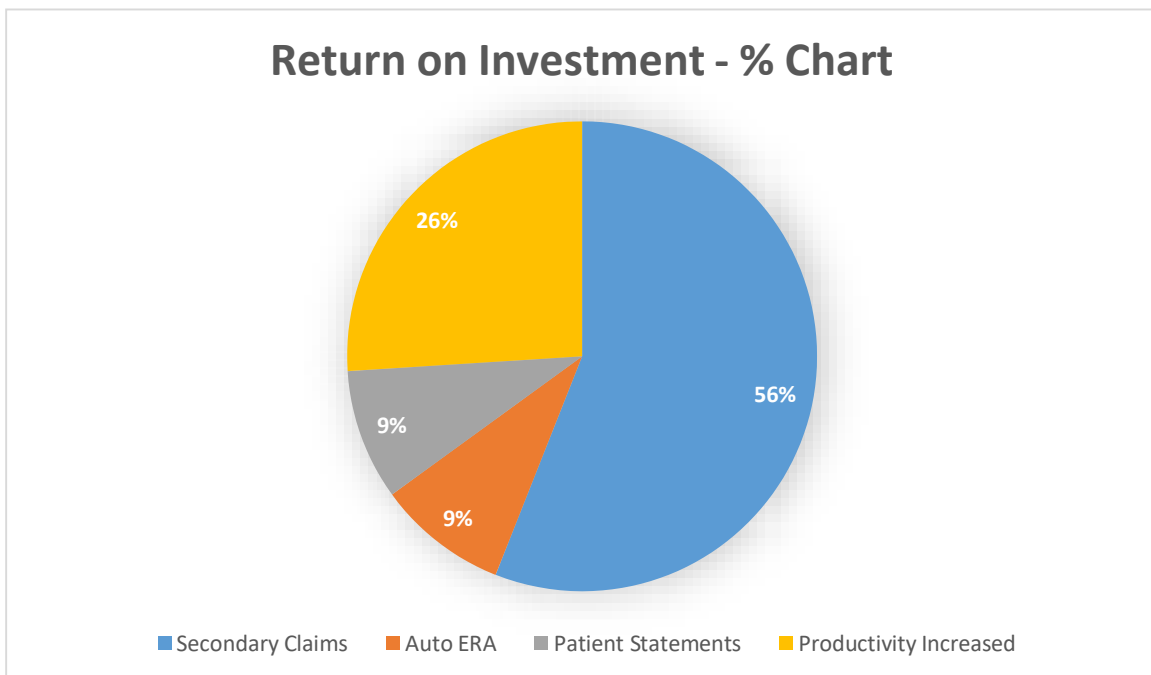
...Ruby, Administrator, Hospital Internists



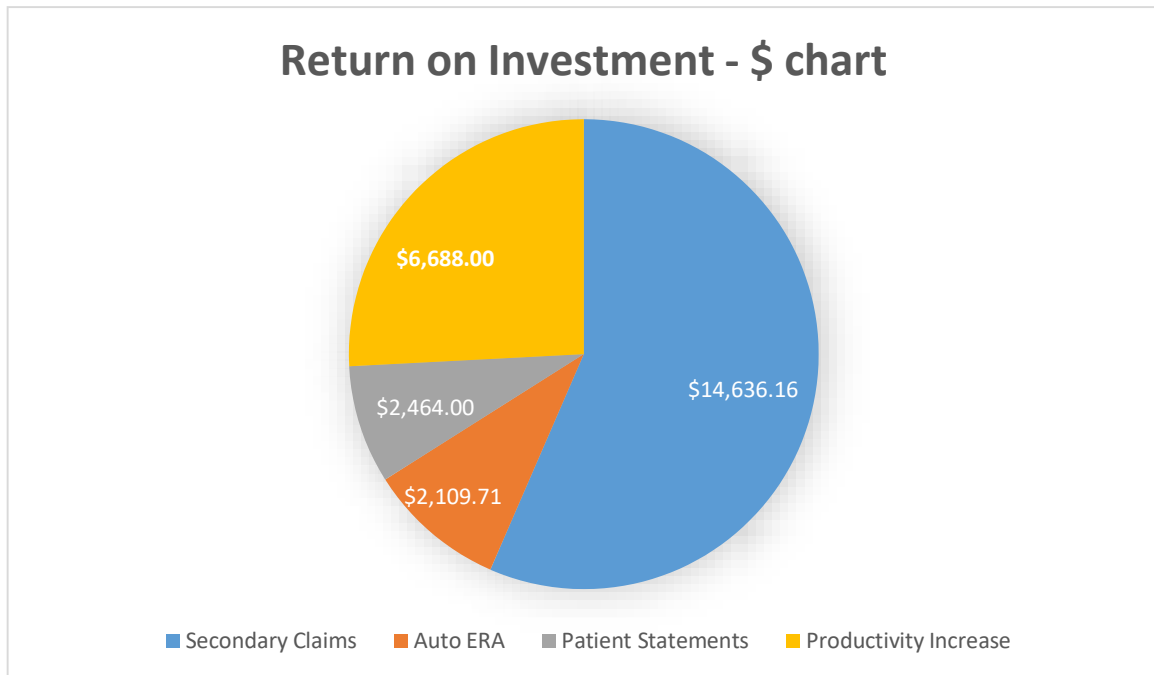
Return on Investment (ROI)

- The clinic processes over 1000 HCFA claims a month with less than 6% denial rate.
- The overall productivity improved resulting in better claim visibility and denial/rejection processing.
- This installation receives Electronic ERAs (that are auto posted) for about 65% of the claims sent and the remaining 35% on paper EOBs (that are manually posted). The 65% auto posting saved almost a person month of data entry time per year.
- The secondary collection went up from 8.8% (of total charges) to 11% due to increased visibility resulting in an additional \$14,600 collection per year since they started using our solution.

Components of ROI - % Chart



Components of ROI - \$ Chart



“I would like to start by saying at the beginning when we first switched over to this new system, I was completely overwhelmed because of a new way of entering claims into the system which was different from our earlier software, but now as time has passed, it has become less time consuming and can get through a claim and the system quickly. Thanks to expEDlum support calls on showing us how to do certain things. I do appreciate how efficiently and quickly expEDlum gets us the information that we request, and I know it does take some time to have certain patches put in and worked on, but you guys do an efficient job. When we need something custom, expEDlum personnel are there to give it, you are up on some of the things for the upcoming year for the software that the insurances are requiring (such as v5010 and ICD-10).

...Kathy and Janine, Biller