

Billing Service Leverages TITAN to Help Clients

CHALLENGE

A billing service with physician practice clients in several states needed a powerful analysis solution to deal with frequently changing payer rules, and needed analytic capabilities to help its clients optimize their revenue cycles.

SOLUTION

The billing service selected RemitDATA's TITAN, with actionable reimbursement and compliance insights, proactive intelligence notifications, and analytics that provide a transparent view into essential business metrics.



RESULTS

Using TITAN, a billing service can avoid many claim rejections due to payer rule changes. TITAN's analytic capabilities allow the billing service to provide its clients with valuable intelligence to help them streamline their revenue cycles.

Staying on Top of Frequently Changing Payer Rules

Payer reimbursement rules change frequently and often without much – or any – advanced notice. Providers often learn about the reimbursement rule changes when their claims are denied for no apparent reason. Researching why claims are denied, correcting them and resubmitting them is a tedious and costly process that ultimately increases accounts receivable days and impacts cash flow.

Although these payer rule changes can create challenges for a single physician practice, they become a complete nightmare for an outsourced billing services company that may have dozens or hundreds of practices as clients. For Houston-based Enhanced Revenue Solutions (ERS), these challenges prompted the outsourced billing service to seek a solution.

ERS is a boutique revenue-cycle management service that reduces the amount of time and energy physician specialty practices spend on submitting claims and chasing payments. ERS increases the effectiveness of physicians' billing operations, enabling them to concentrate on the clinical aspects of their practices by significantly reducing the amount of administrative red tape usually required for medical billing and collection.

ERS was approached by RemitDATA, which was in the process of developing a new revenue cycle analysis solution called TITAN, and sought ERS' input. "We had the chance to tell RemitDATA what we were looking for and how we wanted to have the data displayed in the solution," said Kristeen Coronado, president of ERS. "RemitDATA was very responsive to our needs. When we would ask them to change the solution so we could see the data in a different way, they started working on it immediately."

About Enhanced Revenue Solutions, Inc.

ERS is a full-service RCM/ Billing Company located in Houston, Texas, that services multi-specialty practices across the country. The management team brings over 50 years of industry experience.

"We started using TITAN in August 2010, and we really like the way that it lets us drill down into the heart of the problem, instead of going through individual claims, payer by payer."

Kristeen Coronado
- President of ERS

TITAN Increases Transparency to Pinpoint Problems

TITAN provides a real-time, transparent view into essential business metrics, and includes a powerful analysis system with more than a decade of historical claims data from providers across the country. The solution is deployed via a software-as-a-service (SaaS) model, so no hardware or software installation is necessary. TITAN analyzes ANSI 835 Electronic Remittance Notices for benchmarking against regional peer practices, based on specialty and geography. The solution delivers crucial information to help refine day-to-day processes that reduce denial rates, accelerate cash flow, increase administrative efficiencies, and anticipate audits.

TITAN allows ERS to identify and correct its clients' problems quickly. "We recently had one of our clients do a major computer conversion where they were responsible for the configuration of the system. After getting the system up and running, they experienced a huge number of rejections for a particular CPT code," Coronado said. "By using TITAN, we easily identified that they forgot to enter their CLIA code number during the system configuration, which caused the rejections. We input the CLIA code and got the claims resent right away."

Proactive Information

In addition to its real-time and historical analytic capabilities, TITAN arms practices with proactive information by providing physicians, administrators and staff with customized weekly or monthly Insights. These electronic notifications target areas for improvement, ranging from financial performance to staff productivity.

"The Insights that we get from RemitDATA help us focus in on potential problems areas that our clients may be experiencing. For example, we suspected that one of our clients was consistently underbilling, and we were able to use TITAN to see what the allowable billing was for that procedure by payer," Coronado said. "This type of proactive information allowed us to talk with the client and suggest to them that they should evaluate how they're coding that procedure, since they might be leaving money on the table."

In another scenario, TITAN helped ERS quickly identify a payer rule change that was causing numerous rejections for a client. "The payer decided in mid stream that -- going forward -- they would require a certain modifier on EKGs performed in the office," Coronado said. "So our client, a cardiology practice, started getting numerous rejected claims. This was a big problem because EKGs at a cardiology practice represent a lot of revenue. By using TITAN, we were able to quickly find out why the claims were rejected."

Extensive Knowledgebase

"TITAN is a valuable tool for a company such as ours that works with providers in multiple states," Coronado said. "We're able to detect rule changes by state entities and all the payers across the nation. And when we run across a problem that we can't resolve, we call RemitDATA and they help us find the solution."

Looking Ahead

ERS is working now to expand its use of TITAN so client issues can be queued directly to TITAN. For example, ERS will be able to assign specific client problems to employees, or send work to specialists by claim denial type. "With TITAN we can approach our work from a global perspective and get issues resolved faster," Coronado said.



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For more information visit our website at, RemitDATA.com/RCM