Case Study [SNAPSHOT]
Sleep Service Organization Reduces A/R by 24% in Six Months.

"Global gives us daily reports, and we have real-time visibility through shared spreadsheets detailing exactly what they're working on and what they've completed. This visibility makes me very comfortable with the offshore team."

-CEO, Sleep Service Organization

Client Profile

Sleep service organization providing integrated dental sleep medicine and oral appliance therapy to treat obstructive sleep apnea.

CHALLENGE

As one sleep service organization entered a period of rapid growth, recruiting and retaining the right mix of revenue cycle management (RCM) expertise for integrated sleep medicine had long been a challenge. In addition, former RCM outsourcing partnerships let them down with inefficient communication and unmet expectations, leading to increased amounts of aging A/R.

SOLUTION

The sleep service organization partnered with Global Healthcare Resource to manage its open A/R, including creating custom workflows to address provider credentialing-specific issues. In addition, they utilized Global to perform eligibility checks for sleep testing, submit claims, and handle inbound patient calls about billing questions.

24%
Total Insurance A/R reduced in six months

66%
Total credentialing-related A/R reduced in six months

23%
Total Patient A/R reduced in six months

RESULTS

1. **Turning around aged A/R**
   Global's experienced A/R professionals were able to reduce insurance A/R by 24% in only six months.

2. **Provider Credentialing Challenges**
   Nearly half of all denials were attributed to provider credentialing issues. To address the problem, Global developed new workflows and procedures to monitor credentialing and reduced credentialing-related A/R by 66% within six months.

3. **Focusing on Patient A/R**
   By leveraging Global's patient call center services to support patient collections and billing inquiries, the sleep services organization reduced patient A/R by 23%.

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Case Study [FULL STORY]
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OVERVIEW

As one sleep service organization entered a period of rapid growth, its CEO knew best practice revenue cycle management (RCM) was a priority. However, recruiting and retaining the right mix of RCM expertise for integrated sleep medicine had long been a challenge. It's why the organization originally turned to outsourcing, and particularly an offshore partnership. "We needed a resource that could grow with us but also help us contain costs," she recalls.

Most importantly, the organization needed help addressing its increasing aging A/R, which was heavily due to issues surrounding provider credentialing. "Unfortunately, the company we chose did not meet our expectations," she says. "The offshore team would check the status of a claim and then resubmit it for processing without actually changing anything. Our A/R was not improving. They also didn't do a good job of managing their offshore team members and communicating with us. Nine months into the contract, we decided to switch to a different outsource company."

SOLUTION

The sleep service organization decided to partner with Global Healthcare Resource to work on their open A/R, as well as perform eligibility checks for sleep testing, submit claims, manage provider credentialing, and handle inbound patient calls regarding billing questions.

"With Global, it has been a night-and-day difference," says the CEO.

RESULTS

Turning around A/R with the right offshore team.
Overall, Global reduced insurance A/R by 24% within six months. After identifying provider credentialing issues as the source of nearly half of all denials, Global developed targeted workflows and procedures to proactively monitor the credentialing process. These efforts resulted in a 66% reduction in credentialing-related A/R within six months. The CEO attributes this accomplishment to Global's ability to combine experienced RCM talent with proactive account follow-up and strategic denial resolution.

Case Study [FULL STORY]
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RESULTS [CONTINUTED]

Focusing on Patient A/R

In addition to addressing aging insurance A/R, the sleep services organization partnered with Global to implement a patient call center strategy aimed at reducing growing patient balances. Within six months, Global's patient call center services helped reduce patient A/R by 23%.

Building trust through communication

Unlike the organization's previous offshore partner, Global offers U.S.-based contacts for immediate support. "As a manager, I want to identify and address issues quickly," she says. "With the communication channels in place at Global, I'm able to do that." Global's transparent processes also help build trust.

In addition, Global's experienced offshore team managers also monitor compliance with the sleep service organization's policies and procedures, thereby reducing the administrative burden placed on the organization's two onshore RCM employees.

"Global gives us daily reports, and we have real-time visibility through shared spreadsheets detailing exactly what they're working on and what they've completed," she says. "This visibility makes me very comfortable with the offshore team." says the CEO.

Achieving sustainable growth with the right offshore partner

Through its hybrid RCM partnership with Global, the sleep service organization transformed its offshore RCM strategy from a source of frustration into a competitive advantage. With experienced revenue cycle professionals, proactive management of aged A/R, transparent communication, and strong operational oversight, Global has helped the organization recover significant revenue while supporting its continued growth.