

Case Study [SNAPSHOT]: Rehabilitation Provider Reduces Aging A/R by 32%

Feb 2025



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Client Profile

A rehabilitation provider offering physical, occupational, and speech therapies, as well as personal training throughout its five locations across Arkansas.



Submits approximately 5k claims per month



Employs 22 Providers



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CHALLENGE

A busy rehabilitation practice submitting approximately 5,000 claims per month found it difficult to maintain financial stability due to persistent staffing challenges and mounding aging accounts receivable A/R.

SOLUTION

In July 2024, the practice partnered with Global Healthcare Resource to utilize three FTE's for claim follow up, payment posting, and working clearinghouse-level claim rejections. The practice continues to manage claim submission, denials, appeals, and front office staff at each of their five locations to handle insurance verification and prior authorization.



**Annual
Operational
Savings**



**Average
Clean Claims
Rate**



**Value of
Payments Posted
in first 6 months.**

RESULTS

1

Fast and Efficient Ramp-Up

Global employees were up and running almost immediately upon signing the contract. “The only thing they had to train on was our system. They already had people who knew how to work all the insurance claims. That was very helpful.”

2

Staffing and Financial Stability

“Global is getting our A/R worked. They’re cleaning it up and maintaining it. We need this as we continue to grow. To have stable employees who know what they’re doing makes all the difference in the world for a medical practice. I would recommend Global to any practice that wants to run smoothly and increase revenue.”

3

Communication is Key

“They keep you updated. They let you know what’s going on with your claims, how much they’ve posted each day, who posted it, and so much more.”



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OVERVIEW

A busy rehabilitation practice continued to struggle with aging accounts receivable (A/R) and its revenue cycle manager knew she had to rethink her strategy to promote financial stability. “We had so much work. We were always trying to catch up. It had been about five years since our A/R had been worked fully,” she recalls.

Staffing shortages were the challenge. “We had people come and go, so we had no consistency with working that A/R,” she says.

However, finding enough staff was only part of the problem. She needed the right people as well. “We needed people who had experience working with many different payers, and we just couldn’t find or retain them,” she says.

SOLUTION

Having worked with an offshore revenue cycle vendor at her previous employer—a billing company—she knew leveraging offshore talent could be one way to manage the revenue cycle more effectively. She performed a Google search for offshore revenue cycle management vendors, reviewed vendor websites, monitored feedback on industry discussion boards, and eventually spoke by phone with 10 different companies, one of which was Global Healthcare Resource.

“Global was so confident in terms of what they said they could do for us,” she recalls. “I didn’t want to partner with a company that said they ‘might’ be able to help us. I wanted to know they could definitely help us. Global also didn’t pressure me, which was a good thing. Other companies wanted me to sign up right after the demo. Global gave me time to think about it.”

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Cleaning Up Old A/R

With an additional three resources, the rehabilitation provider noticed an immediate impact. Specifically, Global helped reduce its aging A/R by 32%. In the first six months, Global worked over \$331K in rejections and \$993K in A/R, emphasizing on 90-120 days. Throughout the partnership, Global has maintained a 98.9% clean claims rate.

Operational Cost Savings

In addition, the rehabilitation provider has saved an average of \$103K a year in labor costs. "Offshore outsourcing is much more feasible than having an FTE in-house," she says.

Consistent Revenue Cycle Support

What does the revenue cycle manager say she appreciates most about Global Healthcare Resource? - Communication and consistency.

"They keep you updated," she adds. "They let you know what's going on with your claims, how much they've posted each day, who posted it, and so much more."

Since partnering with Global, she says she can go on vacation without worrying about whether operations would continue to run smoothly. "I used to worry about coming back to work because I knew I'd have a ton of stuff on my desk when I got back. But with Global, everything is fine. There are no issues. Claims are worked, and payments are posted."

LOOKING AHEAD

As the rehabilitation provider continues to grow, the revenue cycle manager says having a dependable revenue cycle outsource partner is paramount.

"Global is getting our A/R worked. They're cleaning it up and maintaining it. We need this as we continue to grow," she adds. "To have stable employees who know what they're doing makes all the difference in the world for a medical practice. I would recommend Global to any practice that wants to run smoothly and increase revenue."