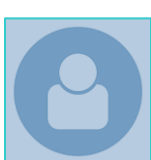# e-care's RCM Services Helps Dental Practice Reduce Accounts Receivables!
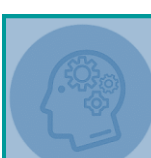

CASE STUDY – Reduce AR in Dental Billing

ABOUT THE CLIENT

A Mississippi Based General Dentist with about $84k outstanding AR needed support from e-care to help them collect old AR and enhance Revenue.

Specialty	Dental Billing
Service Offered	Dentrix
Practice Management Software	Dentrix Software

CHALLENGES

This Dentist was having a huge amount of reimbursement uncollected as they were lack appropriate Accounts Receivable Management which lead to:

➢ Huge Back log of reimbursement pending to be collected
➢ In-efficient Accounts Receivable Management
➢ Needed support to help them with AR process and complete Medical Billing Services

ISSUES IDENTIFIED

e-care assigned a team to do complete analysis of their current set up and to understand the old AR and un-collectables. Our team identified they had a huge back log pending AR as listed below:

➢ Total Accounts Receivable - $ 84K
➢ Insurance Accounts Receivables - $60k and Patient AR of $24k
➢ 90+ days aging AR was close to 21% of the total AR
➢ In-effective Denial Management and AR Follow up Process
➢ Patient Statements for not sent on time causing inappropriate AR Process

SOLUTION FROM e-care's EXPERTS

Our team of experienced AR experts laid down appropriate steps to curb down above listed issues with a strategic approach to streamline the process and also to ensure the missed revenue is collected with immediate effect.

✓ We engaged our team to run the Outstanding Claims report twice in a month and download it into the server in spreadsheet format.
✓ Some charges were not filed to the insurance carriers at all, due to some technical snag in the system, which were identified and rectified.
✓ We worked on electronic submissions, analyzing the rejected claims to rectify the flaws submitting it as clean claims
✓ Patient statement schedules were formulated and e-care started generating patient statements at regular intervals. At times, all the four bill cycles were audited and generated to avoid increase in AR.
✓ Patient co-payments that were allocated incorrectly were identified and rectified.
✓ We proactively checked the Appointment Scheduler Report for the upcoming day, which contains a list of Patients who have appointments to visit the physician and handled the eligibility status for Medicaid patients through Medicaid website and captured the notes into the software. The Appointment Scheduler details was be sent to the client through mails every day.

OUTCOME

Our team was able to bring down the AR percentage and show track records for increased revenue. Below table shows improvement made by reducing the AR Days with consistent AR Follow up which resulted in increased "Collections"

Below table shows the increase in collections and improvement in AR days

Month	Charges	Collections	Total AR	90+ AR	90+ %	Collection Rate	AR Days
Sep	53,726	38,563	45,550	760	3%	83%	27
Oct	62,109	44,119	48,329	420	2%	78%	27
Nov	60,161	60,223	35,810	240	2%	77%	18
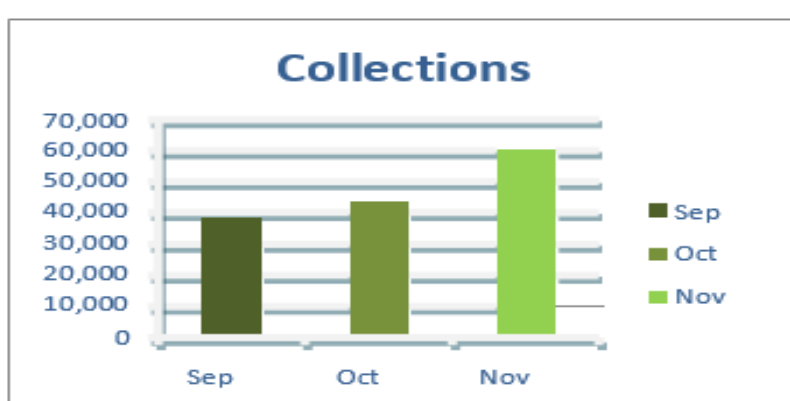
About e-care

e-care – A 20+ year old Medical Billing and Coding company in India with more than 100+ Clients across various states in the U.S. e-care provides E2E Medical billing and coding services with multi-specialty expertise. Dental is one of our top specialty and our team has vast experience working with any Dental Billing Software. We can guarantee highest returns in Dental Billing **To know more about e-care and our Dental Expertise log on to https://www.ecareindia.com/dental-verification-billing-coding.html**

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