

Increased collections and improved first pass billing ratio with IKS Health denial management solution

Client profile

A comprehensive network of fast-growing OB/GYN physicians, breast health centers, high-risk pregnancy centers, laboratories, urogynecology, fertility centers, etc. This community of progressive health professionals is focused on putting women first by connecting them to the total care they need to lead healthier, happy lives.

Challenge

- High denial rate leading to bad debt
- Eligibility verification and prior-authorization being the primary reasons for denials
- Low First Pass Billing Ratio (FPBR) compared to industry standards
- High aging in 90+ AR (accounts receivable) due to multiple touch and low resolution rate
- Low net collection ratio and missed collection opportunities

Solution

- Deployed a dedicated denial task force to perform the root cause analysis of denials and focus on reducing the denial rate
- Improved FPBR by implementing better processes and making edits, with checks and balances
- Deployed a region-wise dedicated team by payers and speciality, with clear ownership to improve AR liquidation

Impact delivered

3.1%**Increase in net collection ratio
(from 90% to 93.1%)****3.5%****Reduction in denial rate
(from 18.5% to 15%)****11.6%****Reduction in AR>90 days**

Results

Clean claim ratio improved from 94% to 97%, meeting industry standards

First pass payment ratio increased by 14.2% (from 65.5% to 79.7%)