

PAIN MANAGEMENT CLINIC

 **Superior Billing Solutions**
Ready • Billing • Able

Increased Revenue From \$60,000 a month to **\$180,000 a month** in just 90 Days!



Learn the secrets that we used to increase revenue, reduce claim denials and increase their clean claim rate.



In 3 months ...

- **3x revenue increase, from \$60,000 to \$180,000 per month**
- **90% decrease in denials, from 50% to less than 5%**
- **Boosted clean claim rate, from 63% to 98%**

While patient care is often at the forefront of healthcare operations, the intricacies of revenue cycle management can inadvertently take a backseat. This reality became evident for a prominent pain management practice which faced substantial revenue losses due to imprecise billing and coding practices. Recognizing the urgency of the situation, the practice took decisive action to rectify its financial challenges.

Our Client's Challenges

Our client operates within the healthcare realm of pain management, aiming to provide comprehensive and effective solutions for patients dealing with chronic pain.

The pain management practice encountered multifaceted challenges that required a strategic intervention.

- **Low-Quality Services:** The practice outsourced its billing and coding services to an overseas provider, which led to unchecked and indiscriminate submissions, disregarding accuracy and resulting in inconsistent billing quality.
- **Stagnated Revenue:** The practice's revenue stagnated at \$60,000 monthly, which indicated systemic inefficiencies within its revenue cycle management.
- **Soaring Denial Rates:** Denial rates soared to 50%, signaling fundamental flaws in claims processing and accuracy that severely hindered their financial stability.
- **An Underperforming Clean Claim Rate:** A 63% clean claim rate underscored a lack of precision in submission procedures, leading to recurrent errors.
- **Coding Complexities:** Coding complexities further compounded the practice's woes, with inconsistent or incorrect codes causing claim rejections or underpayments.
- **Internal Mistakes:** Insufficiently detailed chart notes failed to substantiate billed services as well, jeopardizing reimbursement for rendered care.

These challenges collectively impeded the practice's financial growth and stability, requiring a comprehensive overhaul of its operational strategies to rectify these issues.



OUR SOLUTION

Issue: Low-quality services and stagnated revenue

Solution: Superior Billing Solutions focused on first addressing a critical component of the pain management practice's revenue cycle management - the outsourcing destination for claims. The clinic had been outsourcing its billing and coding services to overseas services. Regardless of accuracy, the overseas billing company submitted every claim without a robust accuracy check system in place, resulting in a staggering number of denials.

The implementation of a rigorous front-end scrubbing process emerged as a pivotal solution. This involved meticulously examining claims initially, identifying errors and promptly addressing and rectifying them to improve revenue.

Issue: Soaring denial rates

Solution: The team also delved into credentialing and backend appeals processing and reviewed coding practices, ensuring that appropriate codes were accurately assigned to services provided. Addressing coding errors, such as inclusive codes that triggered denials, was part of the solution.

Issue: An underperforming clean claim rate

Solution: In addition to the solutions above, the Superior Billing Solutions team also dedicated considerable effort to training the practice's staff, enabling them to proactively mitigate errors on the front end, which significantly contributed to a staggering 90% reduction in errors.

Issue: Coding complexities

Solution: Superior Billing Solutions cross-checked patient notes to ensure accurate coding, rectifying wrong diagnosis codes, and even providing alternative diagnosis codes to support services rendered. By providing domestic billing and coding solutions, Superior Billing Solutions was in a better position to ensure precision and compliance in coding practices.

Issue: Internal mistakes

Solution: Addressing an essential yet overlooked aspect, the team provided crucial guidance to the practice on enhancing the quality of chart notes to substantiate the level of services billed, thereby ensuring comprehensive reimbursement and avoiding potential claim rejections due to insufficient documentation.

THE RESULTS

Our methodical approach alleviated the practice's revenue cycle management challenges and propelled them toward substantial financial growth and stability.

In just three months, Superior Billing Solutions:

- **Increased the pain management practice's revenue from \$60,000 to more than \$180,000 per month.**
- **Reduced claim denials from 50% to fewer than 5%**
- **Improved the clean claim rate to 98% (from 63%)**

Equipped with a refined revenue cycle management strategy, the pain management practice is poised to solidify its financial stability and foster continued growth while maintaining a high standard of patient care.

UNLOCK HIGHER REVENUE FOR YOUR BUSINESS WITH OUR PROVEN SOLUTIONS!

[REQUEST A FREE QUOTE](#)

We look forward to serving you and helping to increase your revenue.



Superior Billing Solutions
Easley, South Carolina

Phone: (864) 671-0600

Email: dwhite@superiorbillingsolutions.com