Case Study: Eye Physicians

Ophthalmology Practice Increases Collections and Decreases A/R by 40% without Increasing Patient Volume
Eye Physicians Professional Association has been a ChartLogic customer for the past two years using the Electronic Medical Record (EMR) software for fast note creation. Starting on January 1st, 2016, Eye Physicians replaced their Kareo billing service with ChartLogic Medical Billing Services. In only four months, Eye Physicians started seeing an increase in collections, a decrease in A/R, and ChartLogic was even able to go back through 2015 and resubmit old Kareo charges that were never submitted. With additional credentialing and consultation services, Eye Physicians is on track to increase collections in 2016 by 20%.
Practice Results

After a bad billing experience with Kareo, *Eye Physicians* turned to ChartLogic’s Medical Billing Service in January 2016 in order to fix billing issues and increase practice performance. In only four months, the practice has already started to see major improvements without increasing patient volume.

**Increased Collections by $177,000 in just 4 months**

Over the same time period as the previous year, in a traditionally slow season.

Working on the old A/R, combined with more effective and efficient processes, helped the practice to increase Q1’2016 collections by $177K, when compared to Q4’2015.

They were surprised by this change, as they were expecting $120K-$140K in January, but received $260K.

“*The end of January, our A/R was down tremendously. We’re starting to get payments more often and our claims are going out on time. ChartLogic even follows up on any claims that are denied for any reason.*”

—DEBBIE, INSURANCE ADMINISTRATOR
Resubmitted $130K of back A/R

On track to increase collections for 2016 by 25% from 2015
2.1 million to 2.7 million

Claim submission lag went from 11 days to 2 days

Patient volume stayed the same
Credentialing

As an available service with ChartLogic Billing, Eye Physicians needed re-credentialing for one of the newer doctors in the practice who was having issues getting credentialed with Humana. ChartLogic was able to rectify the situation and get the doctor properly credentialed.

In addition, none of the doctors were credentialed for Medicare Advantage, so ChartLogic worked to get all doctors credentialed in about four weeks.

In six to eight months, ChartLogic will go back and look at existing credentialing contracts and re-negotiate to see if better terms are available.

Patient Engagement

With Kareo, Eye Physicians still had to manage most of the patient billing issues including inbound patient statement calls and questions. With ChartLogic Billing, patients interact with a US-Based billing support representative to assist patients with any questions or issues they may have. If the support representative cannot resolve the issue, the call is transferred to the designated ChartLogic Billing Account Manager or Eye Physicians directly.

Using ChartLogic Billing for patient engagement has freed up time for the office staff of Eye Physicians and streamlined the communication process.

“When the patients call in about their bills, that department is very nice. You don’t get the rude customer service reps. You don’t get that recording that you’re going to call back. They’re very responsive and they answer the patients’ questions.”

—DEBBIE, INSURANCE ADMINISTRATOR

Because ChartLogic collects patient information upfront, Eye Physicians started receiving the patients’ benefits information three days in advance. This helps the practice collect the patient responsibility at the time of service, including the deductible and copay.
Customer Support

Going beyond standard customer support, Eye Physicians uses ChartLogic Billing as a resource for all their billing needs. With a dedicated Account Manager, Eye Physicians can call anytime to speak with a dedicated representative that knows their practice and workflow. With Kareo, Eye Physicians would sometimes have to wait a few days to get a response.

If the staff at Eye Physicians has a general question about coding, they can reach out to the experts at ChartLogic Medical Billing for help and support. Even if it’s just a general question rather than a support issue about a patient, the ChartLogic team can be used as a resource for Eye Physicians for all their billing needs.

“I’ve done billing for 25 years and it’s nice to have somebody that can help you learn in different ways, and newer things, so I’m very excited to have them on board.”
—DEBBIE, INSURANCE ADMINISTRATOR

Eye Physicians recently had an audit take place and the ChartLogic team went in beforehand to make sure the practice was completely prepared. They checked all of the accounts and provided the detailed explanation to United Healthcare which helped the practice successfully overcome the audit.

Industry Changes

Before Kareo and ChartLogic, Eye Physicians used to do their own in-house billing and have noticed many changes in the industry over the last few years. Submitting claims has become a very intensive process and is constantly changing each year. With so many insurance companies requiring different codes, modifiers and special billing formats, the billing process is becoming more and more time consuming for the practice.

Utilizing a medical billing service or revenue cycle management company like ChartLogic can help minimize the impact of these nuances by always ensuring compliance with insurance changes and maintain a system of best practices to follow. Having a resource a practice can always trust is a need that will continue to grow as the billing process continues to become more and more complex.
Learn More

ChartLogic Medical Billing Services takes care of the claims process and revenue management while maximizing profit and providing complete access to detailed financial data.

ChartLogic Billing is a great option for optimizing financial performance. We deliver everything needed to accurately and efficiently govern money in, money out and all the administrative activities in between. Our combination of expertise and leading-edge technology allows us to improve your performance without costing you any extra. In fact, we will save you money.

Learn more about ChartLogic’s complete solution at chartlogic.com or call 888.337.4441.

Schedule a Medical Billing Analysis Today!