



# Transforming Revenue Cycle Management

A JindalX Case Study



*Due diligence by our teams revealed that a leading healthcare service provider lost \$3 Mn+ due to low accuracy, increased denials and almost 50% claims in A/R for more than 90 days*

## Business

Unstructured data was extracted and summative effort by 4 Resources for 90+ hours highlighted the following:

## Challenges

## Addressed:

- 49% were unresolved cases out of the total patients seen
- Denial was considerably high at 17%
- Unread patterns of prominent reasons like Billing “injury” ICDs to Medicare, LCD guidelines not followed, Inclusive and Modifier 24/25 missing, Missing Auth, Billing Errors, referring provider not added for HMO plans, Information Requested from Patient but patient contacts not made or were not made timely enough
- Pre-auth deadlines were missed leading to almost 5% patient



\$2.8 million in existing claims was pending in accounts receivable where 70% was within the approval timeline



**0% Visibility of RCM operations and no future scope of viewing reports and status of claims real-time**

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\$1.5 million was the estimated revenue leakage due to patient loss related to issues like referral management, coding and billing errors, pre-auth and credentialing failures”

## A Successful Outcome

### Accounts Receivable

- i. Prioritization of claims [Time-limits| Date-of-Surgery| Payer Trends]
- ii. 40% of the AR being Medicare, billing standardization completed
- iii. Proposed claim classification and turnarounds for each activity

### Clean Claims and Denials

- i. Payer Patterns Identification and Reporting
- ii. 24 Hours fixed TAT for responses on the rejections
- iii. Denial audit process and queue management for absolute closure
- iv. Zero-tolerance on denials due to incorrect or insufficient information

### Accuracy

- i. Timely and accurate CPT-specific verification
- ii. JindalX's analytics dashboard for instant tracking of metrics
- iii. Ensure claim classification and turnarounds for each activity
- iv. Fresh claims to undergo dual audit to ensure 1<sup>st</sup> pass yield

## About JindalX

*JindalX has partnered with MMG Healthcare to form JindalMMG which provides a unique blend of years of core healthcare Xperience along with decades of business process management Xpertise. We understand the challenges faced by providers and we are well equipped to counter those challenges through our Xtensively accurate and efficient RCM offerings along with our impactful Technology and Analytics solutions specifically designed for Providers*

To talk more about your organization's needs, please contact:

Manoj Matai

E: [manoj.matai@jindalx.com](mailto:manoj.matai@jindalx.com)

Ph: +91 98713 29632

W: [www.jindalx.com](http://www.jindalx.com)