

Billing Company Brings Medical Practices Live 66% Faster While Continuing to Grow Their Revenue

THE CHALLENGE

A nationwide billing company with over 400 providers and an expanding client roster was experiencing ever-increasing variations between provider groups, and this—combined with more demanding government initiatives and insurance requirements—was making it difficult to control costs and achieve high accuracy at the same time.

Prior to activating a new client, extensive management and staff hours were needed to fully understand its practice-specific requirements, making it more and more challenging to take on new groups. The company needed to expedite and simplify this process without sacrificing its proven quality of service. demanding government initiatives and insurance requirements—was making it difficult to control costs and achieve high accuracy at the same time.

THE GOALS

Bring new practices live faster, reduce dependency on expert staff, and improve financial results for the company and its customers.

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“When we first implemented Aptarro, we phased in three to four small to mid-size clients as a proof of concept. Within the first month we realized the power of the product and fast-tracked the rest of our clients over the next six months. We have never looked back. Aptarro is now the key to our continued success.”

- Chief Information Officer

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THE RESULTS

By implementing RevCycle Engine, this billing company achieved:

66%

earlier go-live dates for new clients, allowing billing to begin within 30 days after contract signing rather than the 90 days it previously took.

100%

increase in productivity for existing staff and a 251% increase for newly hired staff during their 12-week training period—resulting in an 8.7% decrease in business office labor costs.

DENIAL RATE UNDER 2%

and A/R days cut from 45 to 33 due to the automated operational shift from backend resolution to front-end prevention.

20%

increase in revenue on average per FTE, driven by a 16% growth in transaction volume.

DOUBLED BUSINESS

with only a 15% increase in staff.

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With Aptarro, we have dramatically reduced denials and improved staff efficiency. This helps us continue to improve the level of service we provide to our physician customers, which is essential given today's competition. I don't see how we could produce these results without Aptarro.”

- President

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THE SOLUTION

The billing company partnered with Aptarro to implement a single-platform rules engine for all of its clients. Their clients use a variety of EMRs, and Aptarro's vendor-neutral approach creates a consistent charge interface that works with virtually any system.

The Aptarro platform automatically reviews 100% of charges entered into the EMR and clinical systems used by their clients—then automatically fixes routine data quality issues while directing exceptions to staff before they reach the revenue cycle management system. The rules engine acts as a collective knowledge base for each client, eliminating the need for staff to learn and organize each client's unique criteria and information on their own.

Improve your organization's financial and operational health.

To learn more, contact us at communications@aptarro.com.

aptarro.com