



## CASE STUDY

# HELPING AN ONCOLOGIST'S PRACTICES

## WEATHER BILLING STORMS



- "I feel that my medical billing team is running roughshod over me. I hardly get my claims paid all they do is point fingers at each other" fumed Katie Blomkvist, the practice manager of an oncology practice based in Florida. It was a busy practice seeing about 100 patients a day.
- After 30 years in the field the physician was frustrated that she knew next to nothing about her billing. "Am always kept in the dark and don't even know the clearing house my previous billing company was working with " We could understand her frustration.

## Are you in the loop?

Billers who are not transparent about the billing process are the bane of medical practices. The financial state of the practice remains a locked room mystery till the practice owner lights up on the financial mess the practice is in "The collection payment is dismal and I'd be happy to work with someone who follows a 24x7 billing process"

## Free PMS Integration Support

The doctor was using The Epic EMR but was not using the Epic practice management system. She had no idea what PMS her billers used and asked us if we would help her to integrate a practice management software with her Epic EMR. We were of course glad to offer any support we could. And, asked Katie if we could integrate her EMR with Kareo Gateway.

## Getting Started !

When everything goes right something has to go wrong. Kareo was down for about four days and threw our integration plans of gear. The physicians were apprehensive of being behind schedule. We contacted Kareo and asked them to resolve the issue with Kareo-Gateway as fast as they could.

Everybody concerned was hoping for an easy and happy resolution to the problem. We waited patiently for the clouds to clear before we could get cracking on the billing of the practice.

## The Initial Hiccups..

We were able to weather the storm and come out the other end, more determined than ever to help the Oncology practice increase their collection ratio. "Thanks for your patience in setting up my PMS, it is a huge relief for me to know that things are slowly falling in to place", said a very happy Katie after we informed her of the successful transition.

## Hit The Ground Running !

Medicalbillingstar hates wasting time. We'd already allotted an oncology billing team for the practice. We ran a quick analysis of the billing history of the practice. The first thing we do when our clients give us access to their EMR is to examine their revenue cycle. We find out where the faultlines lie and fix them up

. Our team ensured that all claims that were delayed due to the Kareo-Gateway technical snag were resubmitted to the payers.



## The Cracks In The System !

The practice was repeatedly losing out on money because the previous billers had little or no knowledge of billing for chemotherapy sections. Drug administration details in the claims will have to be exact to get the assent from insurers. Insufficient documentation and poor understanding of the complexities of oncology billing led to down-coding errors and unpaid claims.

## The hope of oncologists across the US of A...

### Three quick facts about our oncology billing services



- We know the billing specs for clinical and radiation oncology.
- The administration fees and codes are derived after receiving exact documentation from the provider.
- We bring over a decade of experience to the table  
We promised Katie that we'd turn things around within the first few weeks of working with us.

### “Is Patient Billing Included as well ?”

At MedicalBillingStar every little thing is taken care of. We dont look at the forest and miss the trees.Patient billing,is.key to accelerate the revenue of a practice.We send out patients statements that include information about patient responsibilities such as co-pays and deductibles.The patient bills are sent out every 15 days. We include our contact number in all the patient statements to help your patients reach us for details and clarifications.

## “Can You Review My Contracts?”

Katie Blomkvist was worried that her practice’s coordination with payers was poor and that was the Achilles Heel of the practice. We have a separate team for offering contract analysis. Our team follows up with insurer to ensure payer participation is optimal.

Our payer contract processing and fee negotiation services help clients maximize their revenues. We deal with the insurer’s number after a thorough line item fee analysis. The oncology practice was relieved to know that they’d no longer have to grapple with down-coding issues.

## “Am Just Plain Thankful !”



“ELCOA’s Spark 6  
newsletter is an  
Thanks for turning things  
around my practice  
employees happy  
and productive!”

“I thought you were smoking me to believe that you could increase my collections inside of just a month. I thought myself that there was no hope in hell you could achieve that. But thanks for sticking to your word and turning things around for my practice. Way to go guys!”

We were of course thrilled Katie was happy with our services. And gave ourselves a small pat on the back for adding one more happy client to our list!