

Client Success

Accounts Receivable Collections/Clean-Up

Overview:

Client operates and manages several Medicare and Medicaid participating skilled nursing facilities. Client experienced difficulties in managing and performing the collections process.

Customer Pain Points

Client was concerned that its accounts receivable was growing considerably and would result in an increase in bad debt expense.

Services Offered:

The Lancaster Group was engaged to perform the following services:

- Supervise and assist in the current month end billing process.
- Research and assist in the correction and submission of claims.
- Identify AR balances that were not collectible and prepare documentation for write off.
- Implement a monthly review process to identify denied claims timely and assist in corrections.
- Implement a weekly process that identifies tasks to be completed in an accurate and timely manner.
- Educate the Administrator and key personnel to understand the issues causing collection problems.
- Provide continued oversight to ensure collections success.

Results:

The Lancaster Group was successful in assisting the client in increasing cash flow, reducing aged receivables, implementing policies and procedures to ensure the accurate and timely collection of A/R., and educating the Administrative team in the ongoing support of the Business Office's collection activities.