

# Client Success

## Outsourced Third Party Billing

### Overview:

Client has struggled collecting its third party accounts receivable. Specifically, 85% - 95% of claims have historically been collected, with the balance going unpaid and ultimately written off. Periodic turnover in the business office has led to decreased billing and collections performance.

### Customer Pain Points

Client was concerned that without external assistance, cash flow would continue to suffer and that large collectible balances would become stale and uncollectible.

### Services Offered:

The Lancaster Group was engaged to perform the following services:

- Clean-up the accounts receivable aging report, by identifying and correcting mis-postings and identifying balances in need of write off.
- Bill and collect outstanding accounts receivable, including difficult managed care claims.
- Create a process for the timely accumulation of necessary billing data and follow-up on initially denied claims.
- Perform third party billing function on an outsourced basis, using a combination of on-site activities and remote access.
- Prepare and file Medicare Secondary Payor claims, Medicare No-Pay claims, Medicare bad debt logs and quarterly credit balance reports.

### Results:

The Lancaster Group successfully completed all of the tasks requested by Client, and continues to provide the third party billing function on an outsourced basis. All legitimate unpaid claims were researched, billed and collected, resulting in a material decrease in the amount of outstanding accounts receivable and therefore improving the Client's cash flow.