



(877) 321-3077

Case Study: Medical Billing

“Our collections are up a whopping 24% per month. Best of all, we can focus all our energy on patient care, satisfied that AllDocuments is watching our financial health. Outsourcing to AllDocuments has clearly been the best decision we could have made.”

-- Dr. E. Pizzi, SMP Podiatry Group

The Problem:

Low collections, high costs, high A/R

“Our collections were getting low and our in-house billing staff could not figure out why,” says Dr Pizzi, senior partner at SMP Podiatry Group. “Our accounts receivables were climbing. Managing our staff and dealing with all the billing nuances was becoming quite time consuming. Plus, our billing technology and supplies costs were very high. We debated whether to hire new billers, but decided to outsource our billing to AllDocuments. It has clearly been the best decision we could have made. Our costs are lower and our collections have increased tremendously.”

The Solution: AllDocuments services

AllDocuments transitioned all billing activities from the internal billing staff within one business day. Three teams started working simultaneously. The first team cleared a backlog of charges. A new superbill was designed and the fee schedule was updated. Providers were trained on the new codes and front office and nursing staff were trained to prepare complete patient packages. Insurance paperwork was updated. The second team started working the accounts receivables. All denied claims were corrected and re-billed. The third team implemented a new billing system, document management system, clearinghouse and patient statement processes.

“AllDocuments uncovered a number of issues and systematically solved each piece of our billing puzzle,” added Dr. Bulkin. “They have the experience to deal with insurance companies, work with different technologies and clearinghouses,

clinical coding, appeals writing, insurance verification, as well as dealing professionally with patients. Our in-house billers were equipped primarily to handle data entry tasks.”

The Results:

Higher income, low costs, total control

With AllDocuments the practice now has 24x7 visibility into the billing process. Any provider or office staff can log on securely over the Internet to see which dates of service have been billed, who is working on the charges and payments, and what issues have been escalated. The practice interacts continually with AllDocuments and all providers have direct access to their billers.

“We have more control now than we had with internal billers,” says Dr Squellati, “because we know the status of every bill, payment, and denial at any given time. We see evidence that real experienced professionals at AllDocuments are continually solving these issues. We discuss all major issues and the insurance denials every week. In the past, if one of our senior billers was on vacation, our cash flow was severely impacted. Now we have no such problem. AllDocuments is simply an extension of our office,”

“Our ongoing A/R is half of what it used to be, and we’re getting reimbursed twice as fast, which really helps cash flow. And our costs are a lot lower,” concludes Dr. Pizzi. “We saved on billing staff salaries, benefits, and overhead. We no longer pay for billing software upgrades and maintenance and clearinghouse fees. We do not pay for server and network maintenance and are saving on letters, envelopes, and postage.”