



(877) 321-3077

Case Study: Debt Collections

“Our ongoing monthly collections are up by an astounding 25%. We are seeing the same number of patients and now earning so much more. For the first time in many years, I feel we truly have a partner who is watching out for us. Frankly, due to AllDocuments’ efforts, I am sleeping a lot better.”

-- Todd Walker, CEO, Peak Performance

The Problem: A/R was out of control

“Our Accounts Receivables were at an all-time high and our collections had dropped to a point that our ongoing operations were being seriously impacted,” said Todd Walker, CEO of Peak Performance Inc, a physical therapy clinic in Fremont, California. “Not only was the AR large, it was quite old. We were not sure whether we would get paid given timely filing deadlines.”

To make matters worse, Peak Performance was not able to obtain any meaningful reports or Insurance Explanation of Benefits (EOBs) from its prior billing company, notes Walker. “Our billing service was not responding and we had no visibility into what was going on.”

The Solution: Full-scale A/R clean-up

Peak Performance contacted AllDocuments and asked them to help with their Accounts Receivables. AllDocuments immediately focused on re-creating the history of claims over the past two years. AllDocuments pulled patient charts, called insurance companies, and analyzed the patient appointment schedule to create an accurate picture of what had been billed out and what had been denied.

Within a week the analysis revealed some startling facts, notes Walker. “AllDocuments found several problems – our charges for the past two months had not been entered, a significant number of dates-of-service over the past three years had not been billed at all, a number of payments were not posted and patients had not been billed for several months. In addition, insurance denials were extremely high due to incorrect coding, incorrect information, submission

to wrong insurance companies and incorrect paperwork on file with Medicare.”

AllDocuments systematically started attacking each AR problem. They created complete patient billing packets with patient demographics, insurance, ICD-9 and CPT codes, and supporting documentation. They billed previously unsubmitted claims and re-billed any charges that had not been paid. They filed appeals with insurance companies for timely filing deadlines and aggressively followed up to collect payments. AllDocuments corrected Medicare paperwork, analyzed insurance contracts, and updated Peak Performance’s fee schedule to maximize revenues.

Exceptional results, from A/R to Billing

“AllDocuments put in a tremendous amount of effort and collected all the AR that could be collected from the past several years. This significant influx of past due money stabilized our business, and perhaps more importantly validated all the hard work we, as providers, had done for patients over the years,” says Todd Walker.

Recognizing that the previous A/R problems were indicative of problems in the ongoing billing process, Peak Performance asked AllDocuments to handle the billing on an ongoing basis. AllDocuments designed a new superbill, optimized codes and modifiers, implemented a new scheduling system and document management system, and trained all the providers on the new codes and systems.

“They started with our A/R problem and ended up optimizing our office operations.” says a very happy Todd Walker.