

How StafGo Health helped streamline the operations of a Physical Therapy Group in New Jersey and improved their collections by **18%**



Problems Identified

Due to the high demand for mental health services in New Jersey, our client has experienced a significant increase in patient volume. However, there is no proportional growth seen in the revenue collection of the practice. There were multiple issues that the client was facing-

Increased A/R Days:

The practice was struggling for timely insurance payments, leading to the significantly high AR days of 65.

High Denial Rate:

The practice had a high denial rate of 9% with a significant number of claims denied due to multiple reasons like inconsistent or missed prior authorizations for some procedures, frequent errors in coding, incomplete or wrong documentation, and others.

Burdened Administrative Staff:

The billing team of the practice was overburdened with manual tasks, more denials, and patient inquiries, which led to burnout and errors.

Lack of Transparency:

The lack of real-time insights into revenue cycle performance made it very difficult for them to understand the root cause of denials and other related issues.

Solutions Delivered



Our experienced RCM professionals with hands-on experience on the PMS and mental health specialty created a strategic plan and provided the customized solutions required for the practice to improve collections-

Thorough RCM Audit and Analysis

We began with a comprehensive audit of the practice's current billing processes, and we also tried to identify the key areas of inefficiency and leakage. We also analyzed patterns of denials, A/R aging reports, and current patient intake workflows.

SOP Documentation and Process Improvement Plan:

Our team created the process SOPs and shared them with the client as well, so that both teams stay well updated on the process.

Identified trends in the Aging report:

The team categorized the entire aging report under various sections and identified the major areas of concern-

- Aging Bucket- The report was categorized into 0-30, 31-60, 61-90, 91-180, and 180+ days buckets for a focused approach.
- High Value Claims Bucket- All the claims with a billed amount greater than \$1500 were identified as high value claims and were prioritized.
- Near TFL Claims Bucket- The claims that had less than 10 days of TFL were also highly prioritized and resolved.

Execution of the Strategies:

The team was divided into two groups to address high-priority and low-priority claims so that all the aging buckets could be worked on simultaneously.

Real-time audits and Corrections:

An audit team was assigned to ensure that all the claims are worked by the team correctly and timely to ensure faster payments from insurance.

Detailed Analysis and Timely Reporting to the Client:

We provided the client with weekly reports on their denial trends, rejections, collections, and clean claim submissions. These reports helped them to stay updated with the progress and the practice's financial health.

Real Results after Partnering with StafGo Health



Within a short period of 60 days of partnering with StafGo Health, our client noticed the unparalleled improvements in their collection performance, and their KPIs improved as never before.

25%

Reduction in A/R Days

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The average time of collection of payments from payers decreased significantly, which dramatically enhanced the practice's cash flow.

35%

Decrease in Claim Denial Rate

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By understanding issues related to prior authorization, improving the coding accuracy, and implementing strategies for claim scrubbing, the denial rate of claims was reduced significantly.

18%

Increase in Overall Collections

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There are multiple factors that contributed to the hike in revenue collection, like faster payments, fewer denials, etc, and it has a direct impact on the profitability of the practice.

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StafGo Health is more than just a regular billing company - We are your complete RCM partner in your growth journey. We offer End-to-End Revenue cycle management solutions specific to medical and dental practices in the United States. With experience of more than 15 years, our goal is to add value to healthcare practices in terms of improved collections, reduced claim denials, and enhanced operations. StafGo Health is owned by highly experienced industry leaders and a team of experts who deeply understand the RCM services and are keen to deliver the best quality and great care for healthcare providers. We provide Credentialing & Fee Negotiation, Insurance Verification, Prior Authorization Management, Coding and Billing, AR and Denial management, Payment Posting & EFT Reconciliation, Patient billing & support, Legacy A/R resolution, Credit A/R Resolution, Practice Transition and Planning services to both dental and medical practices across the United States. Unlock unmatched revenue growth, reduced costs, and streamlined operations with StafGo Health— The USA-Physician Owned and Managed Nation's Leading RCM company.

