



Maximizing Revenue Collections for a Dental Office in NJ by Comprehensive RCM Optimization



Our client is a well-known Dental Clinic providing high-quality services in New Jersey. They specialize in providing Preventive care, Restorative Dentistry, Cosmetic Dentistry, Invisalign, and Emergency Dentistry.

Challenges Identified

High Open AR

Our client was struggling with a high open AR backlog of unresolved claims. The client had a total of 251 outstanding claims worth \$89,920.

Rejected Claims

Client was facing the problem of rejection of claims due to multiple reasons like missing insurance updates, coordination of benefits (COB) issues etc.

Claim Denials

The client was facing a high number of denials because of patient's inactive coverage, details of secondary insurance were not captured properly, frequency limitations (too soon for service) and multiple chances of the annual maximum reached.

Solutions Delivered



Aggressive AR Follow-Up

We aggressively work on outstanding AR. First of all, our specialists prioritize the 103 unresolved claims with payer-specific escalation with the help of prompt calls and e-submission corrections. Our team worked on 70-75% of pending AR within 60 days.

Claim Rejection & Denial Management

- In the case of claims, where updated info was needed, our team sent the list of patients to the office to gather essential, correct insurance data and then submitted them with supporting documents.
- We provided some essential guidance to the office team, like the Implementation of COB verification at the time of registration, to avoid recurring COB denials.
- We also created denial playbooks for frequent issues like frequency limits, maximum reached, etc for training purposes, which ultimately helped to avoid the chances of denials.

Front-Office & Patient Engagement

We conducted weekly training sessions with office staff on insurance verification before scheduling to reduce the risk of eligibility-related denials. We also made the staff understand how important it is to educate patients on financial responsibility upfront with digital estimates and payment plans.

Real Results after Partnering with StafGo Health



Accelerated Cash Flow

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With the help of our aggressive AR follow-up, denial management strategies, and proactive follow-ups, our client encountered a reduction in A/R days by 30% which ultimately helped the client to accelerate their cash flow.

Reduced Denials/Rejections

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We followed systematic denial prevention that cut down the number of write-offs and rework costs. We helped our client in fixing the cause of denials and rejection means less revenue is lost and less staff time wasted on rework.

Better Payer Relationships

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We ensure that the client maintains better relationships with all the payers, which ensures the smooth claim processing, no unnecessary payment delays, and stronger long-term relationships with insurers.

Enhanced Patient Satisfaction

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By providing transparent estimates, clear communication, and flexible payment options, our client fosters patient trust and loyalty, making patients more likely to return and recommend the clinic.

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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.

