

What does RCM mean? Why not just say Billing & Collection Company?

Here's a better question: Do you know how much money you're leaving on the table due to lost billing, missed appeals, or incomplete documentation?

Truth be told, it's really not enough to just have billers and collectors. In fact, an entire billing and collections department isn't even cutting it these days.

Carriers have armies of experts with highly-developed automated utilization systems carefully scrutinizing your charts looking for every opportunity to deny your charges - which leaves you at a major disadvantage if you don't have industry experts utilizing industry-specific state-of-the-art systems on your side.

Your typical billing and collections office will bill what they see, and write off what they don't. As industry experts in Revenue Cycle Management, we work with you on not only the bills, but the entire billable process - from the moment your patient walks in the door until your payments hit the bank. Insight RCM becomes your full RCM partner - not just your data entry center.

It all starts with an executive team that understands the nuances of the industry and knows what it takes to fight the fight.

Our executive team includes a CEO and a Medical Director with experience running a successful urgent care and occupational medicine center. With their combined experience, our team understands the processes and content that will get you paid... but not slow down or hinder your providers caring for their patients. We are always wearing two hats when we develop our systems and workflows - one that is revenue centric and another that is patient centric.

We stop the assembly line approach of bill out and collect or write-off. We've worked with developers to create new processes that will ensure that you get paid for everything you and your providers do. We install templates that are truly intuitive, yet impactful. These allow new providers to get up and running within two shifts, and allow providers to chart in less than 2 minutes - all while providing you with a behind-the-scenes engine that is designed to get you paid. You just take care of the patients, and let us work with your staff behind the scenes to optimize your revenue.

So how does it all come together?

We're going to start by coaching your staff on proven workflows and best practices to fix any underlying problems - not just the bills. Our effective training, including on-site, on-line, and on-demand video training, will make sure your staff is effectively making the connection between patient care and financial viability.

Our certified coders will analyze charts for opportunities - not just bill what they see. This may include appending a diagnosis or holding a chart back to make sure your providers have documented everything needed to get paid.

Everything we do is through the use of industry-specific state-of-the-art systems. We use top of the line billing systems that allow us to send and track all bills to the day, and we get notice of payment before the checks or denials ever reach you. This allows us to start the appeals process in advance - without haste.

Speaking of appeals, on average, we're seeing upwards of 15% in revenue just sitting in appeals, and most billing offices typically write off this money, or never actually get to it. That's just reckless billing and abandoned revenue.

So, we often ask, is your billing group giving you accurate, or just convenient information?

Your account manager will host weekly and monthly status meetings with your management team and/or providers to ensure complete transparency. Forget about monthly billing reports - they are both outdated and ineffective. By the time your clinic even sees a monthly billing report, it's too late to make the critical decisions necessary to effectively change course.

With Insight RCM, you get financial and patient-stat dashboards that keep everyone 100% transparent. This dashboard is the only one in the industry that is designed specifically for occupational medicine and urgent care. It gives anyone on your team (with the proper permissions of course) the ability to see critical information needed to run a successful practice.

In addition to the financials dashboard, you and your team are provided specialized clinic management tools, including:

Daily visit stats and Hour-by-hour patient flows to help with staffing and reducing any potential bottlenecks.

Utilization – it's not how many new injuries you have, but what you're doing with them. Are you meeting the industry standards on important items such as average billing by provider, first aid rates, and referrals to ortho and physical therapy?

And error reporting – this includes charting deficiencies our certified coders have held for your providers and staff to correct, unbilled items, and missing claim numbers. Basically anything keeping a visit from being billed at its best.

With Insight RCM, you will have a clear view of your practice every single day - both from financial and performance standpoints. You will see what has been billed, collected, and what's been held back because we've discovered missing revenue opportunities.

Insight RCM becomes your partner - not your data entry center. So again, ask yourself, do you know how much money you're leaving on the table today in lost billing, missed appeals, or providers lacking the tools to effectively document the work they're doing? Not only can we help you solve these revenue eating dilemmas, but we will share the success through proper and complete reporting.

Contact us for a demo today.