

PLUTUSHEALTH



The client is a Texas-based 20-year-old Urgent Care facility



Problem

- The client was facing challenges in their claim collections
- Their Billing and claim submission process had undiscovered gaps hurting their bottom line



Process

To optimize the claim submission process and increase claim collections, Plutus Health started the project in July 2021. During the process:

- Our team uncovered the gaps inhibiting the optimal claim submissions, which delayed collections building up to AR days of 140+
- We found 2500+ pending unsigned claims from the past year, which were unbilled yet
- We worked rigorously to file these pending bills within the Timely Filing Limits
- We got most claims cleared within six months and surpassed our client's expectations to revive them from their low collection phase



Dec 2021 was the month with the highest Revenue in 20 years of client's history

KPI Matrix

	Q2 2021	Q3 2021
Patients Count	26%	↑ 61%
Charges Value	68%	↑ 73%
Expected GCR		↑ 45%
Total Payment	11%	↑ 50%
Denial %	20%	★ 1%
AR Days	143	↑ 63
FPPR	80%	↑ 98%



Results

Our client experienced these positive results across the three most important KPIs within the first six months

- Denials – We brought down Average Monthly claim Denials from 20% to 1% in 6 months
- AR Days – Significantly reduced AR days from 143 to 63 within 6 months
- FPPR – Increased the First Pass Resolution Rate for the client from 80% to a whopping 98%

Testimonial

"I would like to take this opportunity to thank the Plutus Health team for dedicatedly working on our billing account. Their team is not only sincere and conscientious but also very consistent. Our Board members are really happy with the performance of your team.

We are glad to see a substantial increase in our revenue in less than 5 months

Thank you again!"



Practice Manager

Urgent Care facility (Texas)

Plutus Health provides Urgent Care focused Revenue Cycle Management Services. We help Urgent Care clinics increase collections and reduce denials with a strong emphasis on compliance.

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