

PLUTUSHEALTH



The client is a large-sized mental health service organization spread across multiple locations in the US



Problem

- The client faced challenges with its 90+ AR. These ARs reached 23% and were rising continuously.
- The client had a massive backlog of about \$8M in payment posting.



Plutus Health Plan

We started working for this organization in March 2021 for two of their locations. To begin with, we conducted an AR audit and analyzed the RCM strategy for the client to understand their workflow. In this process, we identified the following issues:

Identified Issues

- Absence of proper patient eligibility verification process.
- Gaps in the patient's medical records.
- Tons of non-posted payments.

Our team implemented a robust process to ensure eligibility and benefits check 3 to 5 days before appointments. We optimized the eligibility process and reduced patients medical record gaps.

We did RCA (Root Cause Analysis) and bifurcated payments: payer-wise, \$ value wise, and other priority categories and started the posting activity.

We consolidated all the backlog payments to understand the non-posted payments pattern.

We worked on the denials by implementing a proper denial management process.



Results

- Posted all legacy payments and resolved legacy claims.
- Reduced the 90+ AR below 5% within just three months.
- Started AR follow-up with 52 days and maintained AR days by 28 days.
- Increased payment inflow by 70% within 90 days.
- The backlog payments of ~\$8M got posted in less than 30 days.

Month	Before April 2021	April 2021	May 2021	June 2021
90+ AR	23%	23%	9%	5%

Location A			
Category	Apr'21	May'21	Jun'21
Payments %	100%	107%	189%
GCR	24%	23%	28%
90+AR	23%	9%	5%
FPPR	98%	98%	99%

Location B			
Category	Apr'21	May'21	Jun'21
Payments %	100%	136%	153%
GCR	32%	34%	38%
90+AR	10%	9%	5%
FPPR	98%	98%	99%

Location C			
Category	Sep'21	Oct'21	Nov'21
Payments %	100%	133%	177%
90+AR	38%	33%	21%

Success Measures		
Category	Jun'21	Comments
Charges	99.29%	Steady charge flow with no deviations
Payments %	71%	Increased payment to 71%
GCR	5%	Increased GCR by 5%
AR Days	24	Reduced AR days by 24 days
90+AR	13%	average reduction in 90+ AR and maintained with 5%
FPPR	99%	Maintained 99% FPPR



The Achievements

The client was so impressed with the results and services offered by Plutus Health Inc. that they decided to increase our AR review and denial management from 2 locations to all the 17 locations and handed us responsibility worth ~\$4.5M in collections per month.

Plutus Health Inc. is a 15-year-old Tech-enabled revenue cycle management firm specializing in automated medical billing and coding, AR, denial management, and credentialing. We help healthcare practices increase collections and reduce denials with a strong emphasis on compliance.

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