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.

non-posted payments pattern.

management process.

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:

Our team implemented a robust process to ensure eligibility

payer-wise, \$ value wise, and other priority categories and started the posting activity. We consolidated all the backlog payments to understand the

We worked on the denials by implementing a proper denial



days.

90+ AR

Category

23%

May'21

107%

90+AR

FPPR

38%

33%

Jun'21

- 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

Month	Before April 2021	April 2021	May 2021	June 2021

23%

9%

5%

May'21

136%

34%

Jun'21

153%

38%



	90+AR	109	6	9%	5%
	FPPR	989	6	98%	99%
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ion C					
0	ct'21	Nov'21			
1	33%	177%			

21%

Maintained 99% FPPR

Apr'21

100%

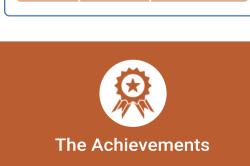
32%

Category

Payments %

GCR

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%				



99%

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.

The client was so impressed with the results and services offered

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.

