INSURANCE VERIFICATION

The smart way to increase your revenues

ROBUST | **PROFITABLE** | **STREAMLINED**

Client Profile:

A leading provider of optometry services and vision care products in Voorhees, New Jersey
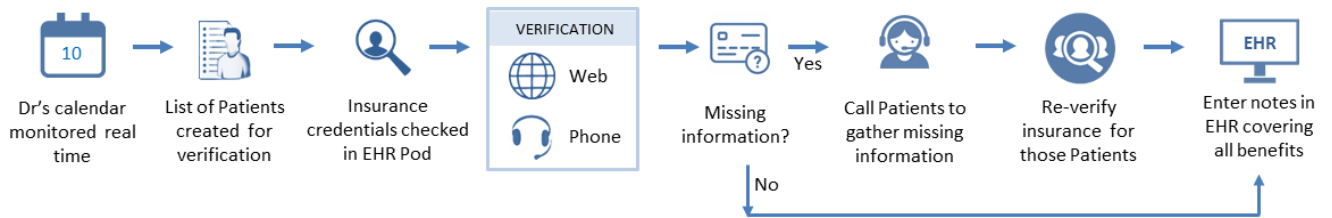
Business Situation:

The clinic is a busy practice and the Doctor's staffs were fully occupied in attending to the check in and check out patients, guiding them to fill their forms, sending them to the lab for tests and directing them to the Optics for purchase of glasses /lenses hence there was a delay in getting the insurances verified on time.

How we help this client?

An assessment was performed on the current state of insurance verification process
The assessment determined the scope of work related to Insurance Verification (provider & patient)
The findings from assessment formed basis to setup a process in place and a resource was assigned to do the verifications

Process Steps

- The Doctor's calendar is constantly monitored to check last minute add on appointments and insurance checks are done on a real time basis
- All information pertaining to the benefits along with other information like coverage and co pay expenses are entered into the EHR following a standard format
- Verifications are completed two weeks ahead of scheduled appointment
- The process adhered helped the practice determine patient's eligibility and financial commitments prior to the patients visit
- Patient follow up calls related to insurance were taken over to avoid delays in verification process
- Created ample time for the practice to focus on patient service, have good rapport with patient which lead to healthy revenue channel

Results:
- 95% of insurances were verified before appointment
- Reduced time taken to submit claims by 24 hours
- Achieved 98% accuracy on quality standards
- Reduced denials by 15%

We provided this client a cost effective way to produce accurate insurance verifications. We have truly built a well-oiled machine together, and we are continually seeing business grow with this client.

Reports:

Total Insurances Verified	Average verified/month	Average Verified /day	Time Taken/Verification
2670	380	17	16 minutes

OUR VALUE PROPOSITION

✓ Full revenue cycle solution from patient scheduling to collections
✓ Flexibility in using any billing software
✓ Certified coders on needs basis
✓ Efficiently reduces aging on A/R to maximize cash flow
✓ 24 hours turn-around-time
✓ Strict quality control standards
✓ Provide daily, weekly and monthly reports
✓ Gain performance efficiencies

About Us

KGiSL is a leading provider of Business Support Services (BSS) and Global Software Services (GSS) and is a part of the $750M flagship KG Group of Companies which is in business for over 80 years. KG as a group has been in the healthcare business for the past four (4) decades, building on this bedrock of seasoned experience, the enterprise has established and successfully partnered with individual practitioners in USA easing out their complexities in revenue cycle management process.

HIPAA Compliant

Saves Operational Costs by 50%

Process engineered and streamlined operations

24 x 7 Support

Business Analytics

Superior talent: Credentialed staff with Domain Expertise