

## Streamlining Claims Management and Speeding Cash Flow with Revenue Cycle Management

### CASE STUDY

#### SUBURBAN ASSOCIATES IN OPHTHALMOLOGY

1100 West Central Rd, Suite 205  
Arlington Heights, IL 60005  
saoeyes.com

### Proactively address billing challenges

Like many busy, multi-location eye care practices, Suburban Associates in Ophthalmology, located in Illinois, experiences challenges with their revenue cycle. Submitting claims quickly and correctly, and addressing denials are the most troubling areas for Suburban Associates, and for most practices. But Suburban Associates did something not all practices do—they got help from the experts.

Practice Manager Sonia Mendez and her physicians turned to Eye Care Leaders for assistance with their revenue cycle management. While shopping around for a vendor, Mendez and her physicians looked for a few things: a company that was compatible with their EMR, possessed high-level knowledge in ophthalmology, and maintained open communication with their clients. That's exactly what Eye Care Leaders provided.

### Increased revenue, peace of mind, and education

The practice began using Eye Care Leaders' signature revenue cycle management (RCM) Evolve solution in October 2016 and has already seen a dramatic bump in their revenue. After just one quarter, Suburban Associates collected 90% of receivables.

Mendez no longer has to worry about handling tricky denials, submitting claims quickly and efficiently, or training staff on constantly changing billing guidelines; the RCM Evolve team does it for her. In fact, the RCM Evolve team addresses payer denials within 48-72 hours, regardless of age or dollar amount. Mendez says, "Their turnaround time is outstanding. The team scrubs and submits claims right after the patient is seen. If they identify a problem with a claim, they will immediately reach out to us with any questions and make the necessary correction." Mendez adds, "You have billers working around the clock who pick up on everything that an in-house biller could potentially miss." To make things even more efficient, and to put more money in Suburban Associates' hands, the RCM Evolve solution also handles the patient eligibility process, in which the team captures patients' copay and deductible, allowing the front desk staff to collect payments right away.

"Not only are they billing efficiently, but they also provide our staff with the necessary knowledge to help facilitate the billing process. You don't find that anywhere else."

**Sonia Mendez, Practice Manager,  
Suburban Associates in Ophthalmology**

# The Results

As far as communication goes, the RCM Evolve team keeps Mendez and her staff informed regularly. “The amount of reports that I get back on a daily basis is amazing,” she says. The practice has been assigned a single point of contact from the RCM Evolve team who hosts weekly meetings with Mendez to discuss challenges, goals, and what happened during the week.

The Eye Care Leaders RCM Evolve solution has also provided staff and physicians with educational training—live, in-person sessions with an elite trainer—on coding and documentation, something that Mendez says makes Eye Care Leaders stand out from other vendors. She says, “not only are they billing efficiently, but they also provide our staff with the necessary knowledge to help facilitate the billing process. You don’t find that anywhere else.”

## Dramatic revenue increase and a confident future

In just one quarter of using the RCM Evolve solution, Suburban Associates has seen a significant bump in revenue, increased time savings, and uninterrupted cash flow due to staff turnover. Mendez says that Eye Care Leaders RCM Evolve has given “us confidence that our practice is headed in the right direction,” something that worries all eye care practices in today’s market.

Managing the revenue cycle workflow and ensuring proper claims compliance are two of the most important aspects of running a successful practice. Yet many practices lack the staff time and expertise to ensure patient visits are properly coded and the practice is properly reimbursed. This lack of focus both reduces revenue and increases the risk of audits due to improper coding. **myCare Revenue Cycle Management** is the ideal solution to optimize your revenue workflow and get you back to your mission: high-quality care for your patients.

## RCM PROCESS SURPASSES SUBURBAN’S GOALS

### Denials

- Accurate Eligibility Check
- Followed-up with the top payers after 15 days of billing
- Identified major issues

### Collections on Receivables

- Addressed payer denials within 48-72 hours irrespective of age bucket and dollar
- Prioritized high aged and high dollar valued A/R
- Grouped and worked by insurer
- Touched every month
- Addressed the high aged low dollar A/R
- Planned claims to address during the initial period of the month, middle of month, and by the last 10 days
- Daily cleared maximum dollar value claims

### A/R AFTER 1 QTR WITH RCM

RECEIVABLES COLLECTED

90%

RECEIVABLES OUTSTANDING

10%

### Patient Collections on Receivables

- During Eligibility, captured the patient responsibilities properly (Copay, Coins %, and Deductible)
- Front desk informs the patient and collects payment upfront



For more information on myCare Revenue Cycle Management, call Eye Care Leaders at (855) 685-3292 or visit [eyecareleaders.com](http://eyecareleaders.com).



Our Vision: Your Success.