

## ExdionRCM's Audit Process Automation creates a new quality benchmark

### The Challenge

- Multiple practices managed by the same billing team.
- Manual processing of data.
- Time consuming.
- High opportunity for error due to frequent change in billing guidelines/protocols.
- Significant overhead expenses in auditing the accounts processed.
- Delayed billing due to errors and rework increasing the TAT to over 72 hours.

### The Solution

ExdionRCM sensed the need to improve accuracy at the charge entry level to improve the first pass rate. ExdionRCM set up a centralized audit team that comprehensively audited 100% of the transactions that were processed.

The analysis revealed the various error types and root causes and major contributors were :

- Mismatch of Admit and discharge dates with sample Collection dates as per requisition
- Incorrect linking of Diagnosis codes
- Incorrect use of modifiers
- Incorrect linking of insurances

While ExdionRCM's knowledge management team conducted regular trainings and feedback sessions to improve the quality of the processors, ExdionRCM's business excellence team focused on bringing a leak proof quality control system in place. Our experts leveraged the billing application's journal report functionality to generate a journal report as each batch was closed by the charge entry team.

A macro based program was developed which would scrub the journal entry report for more than 90% of the potential error causes and throw up an exception report within a few seconds. The charge entry clerk would then verify accuracy by working on the highlighted exceptions and then post the batch for further processing.

### The Value

- ExdionRCM 's domain expertise and technology leverage brought about the reduction in audit effort by over 80% reducing the client audit team from 8 FTE to just 2 FTE. ExdionRCM was able to deliver 98.2% first pass rate with a 24 hour TAT.
- ExdionRCM transformed a purely manual process delivering 80% first pass rate into a highly accurate process consistently exceeding SLA expectations at 98.2%.
- Client overhead costs in auditing came down from \$ 300,000 to under \$ 48,000 positively impacting the bottom line.
- Billing Turn Around reduced from 72 hours to 24 hours improving cash flow.

For more information visit us at-



[www.exdionrcm.com](http://www.exdionrcm.com)

or



[info@exdion.com](mailto:info@exdion.com)

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