

Payment IQ - On Demand Billing

DEPLOYED ON-DEMAND BILLING STAFF TO HELP HEALTH CENTER BILLING TEAM CATCH UP ON CLAIMS BACKLOG AND A/R



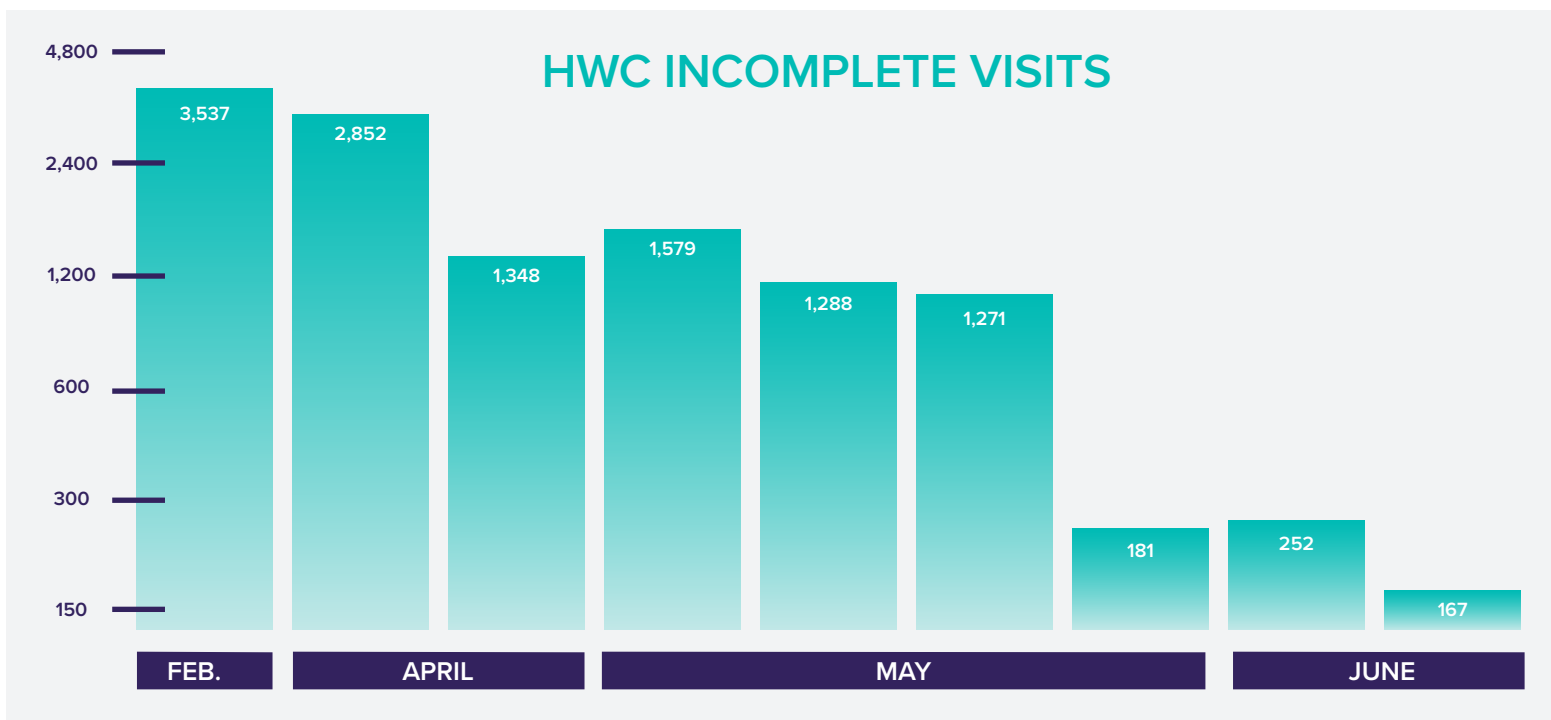
Tribal health departments are challenged with coding and billing across a variety of services. Primary care, dental, vision, and behavioral health to name a few. These diverse programs often utilize manual processes, are burdened with fractured technology, EMR's that do not pass information between systems and quickly overwhelm coding and billing staff.

THE CHALLENGE

A tribal health center had over 4000 incomplete claims dating back 3 years. Every day claims were falling out of timely billing requirements and stacking up lost revenue for the clinic.

THE SOLUTION

The tribe asked Indigenous Pact to provide additional billing and coding staff to help the team catch up. Additionally Indigenous Pact policy experts worked with the state to grant special permission to back bill Medicaid 3 year old claims for reimbursement.

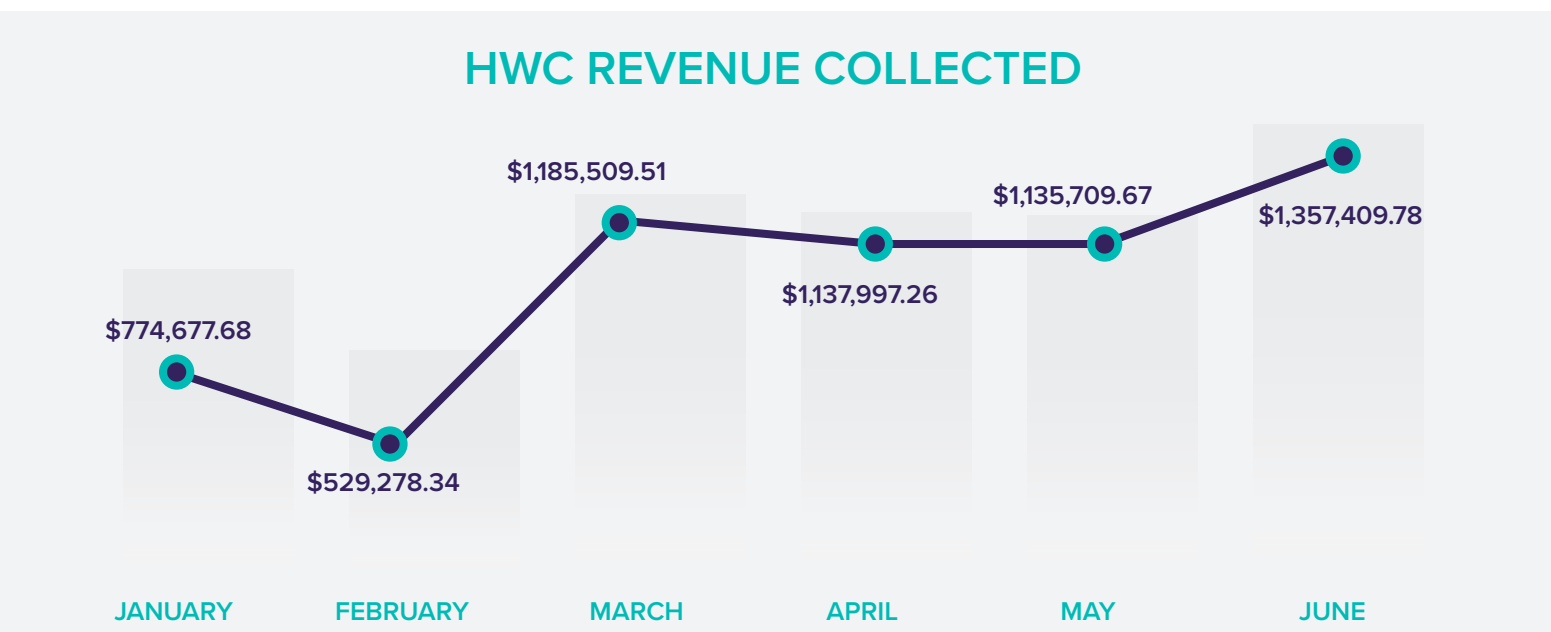


Key Metrics

Processed 4000 Aging Claims

Over doubled monthly revenue collected from \$500k per month to \$1.4MM per month

Process Mapped 4 revenue cycle roles for performance improvements



Actions Taken

1

Government Relations

2

Performance Improvement Coaching

3

Financial Operations Management

4

Staff Workshops

Key Insights

Billing and coding staff are the engine behind every tribal health center. Often times unsung hero's of the back office they have great responsibility to keep the complicated business of healthcare moving. Even the best revenue cycle teams can occasionally use help to solve the unique challenges of tribal healthcare. Additional revenue translates to more investment into health programs for your tribal members. Indigenous Pact can provide the people, process, and technology to help you when you are in a pinch or if you need help longer term to flex resources on demand.

We want to hear about your goals for your tribal community. Speak with one of our experts today!