Improved and Streamlined Denials and Appeals Processes

Summary

The durable medical equipment (DME) supplier provides products, services, technology, and consulting to orthopedic clinics, emergency departments, urgent care clinics, and inpatient rehab locations. From its start as one of the largest US providers of orthopedic bracing, it has expanded as a DME supplier, helping providers build successful DME programs that simplify administrative processes and elevate patient care.



Challenge

- The supplier had been working with several vendors to manage their collections but wasn't pleased with the results. They were concerned with the drop in collections and the increase in daily pending order entries, further delaying collections.
- The supplier went with a "champion/ challenger" model, working with multiple collection vendors simultaneously to optimize productivity, quality, and revenue.
- Compared to Omega Healthcare, the other vendors had lower levels of collections and up to 10% higher denials.

CollectIQ®
Business Office Solutions

Reduce denials and write-offs and maximize collections via advanced algorithms and proactive measures.

- Claims Management & Medical Billing
- Payment Posting & Reconciliation
- A/R Management & Collections
- Denials & Appeals Management
- Underpayments Analysis & Recovery
- Analytics

"Our partnership with Omega Healthcare has helped us improve our processes, technology, and, most importantly, cash collections in the short time we've worked with the team. We decided to move all the collections work to Omega Healthcare and continue to see performance and productivity gains."

Vice President, Billing Operations, DME Supplier

Want to learn more?
connect@omegahms.com

Solution

- Omega Healthcare worked with the supplier over 15 months to consolidate vendors, improve the collection process, and improve the use of technology. These strategies focused on driving down costs and improving productivity.
- By leveraging an internal automated workflow tool, Omega Healthcare helped prioritize high dollar and aged inventory for the appropriate collectors.
- Analytics-driven reporting helped provide collection performance and productivity summaries and identified areas for improvement.
- Omega Healthcare worked with the supplier to identify and resolve claim issues related to payer reimbursement and credentialing and to reduce the number of aged accounts over 90 days.
- Collections were further optimized with the improvement of staffing management. Omega Healthcare revised shift patterns and reduced employee attrition, which reduced daily pending order entries.
- Omega Healthcare leveraged automated claim status to improve efficiency and speed to reimbursement.

Outcomes

The supplier was more satisfied with the Omega Healthcare team's performance than the other vendors and was pleased with the significant improvements to cash collection and revenue made by Omega Healthcare. The supplier eliminated the "champion/challenger" model and outsourced all collections to Omega Healthcare.

- Reduced denials by 10%
- Improved collections by $1.4 million
- Average quarterly collection per FTE improved by 117%
- Year-over-year collections improved by 150%

10%
Denials reduction

$1.4M
Collections improvement

The Omega Digital Platform®

The Omega Digital Platform (ODP) is designed to help healthcare organizations streamline workflows and improve financial performance.

The ODP leverages advanced technologies such as predictive and generative AI, robotic automation, machine learning, and natural language processing.

ABOUT OMEGA HEALTHCARE

Founded in 2003, Omega Healthcare Management Services® (Omega Healthcare) empowers healthcare organizations to deliver exceptional care while enhancing financial performance. We help clients increase revenues, decrease costs, and improve the overall patient-provider-payer experience through our comprehensive portfolio of technology and clinically enabled solutions. Omega Healthcare has 30,000 employees across 14 delivery centers in the United States, India, Colombia, and the Philippines. For more information, visit omegahms.com.



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