Improved Management of Small Balance Account Write-Offs



A leading provider of technology enabled management services for hospitals and health systems, serves more than 10,000 providers within a growing network of more than 3,000 facilities and more than 20 regional offices nationwide.

Challenge

Because of the client's large volume of business, managing small balance write-offs was challenging. It was a labor-intensive, complex process, requiring agents to accurately manage a large number of write-off values for multiple claims and associated providers. It was essential to ensure each write-off was accurate in order for the company to provide the best service to its provider clients.

- Time-consuming processes required multiple views between reference documents and claims screens.
- Highly manual, complex processes were prone to errors.

Solution

The client partnered with Omega Healthcare to manage its small balance write-off process. Using its proprietary process, Omega Healthcare was able to automate and streamline workflows and improve accuracy.

- Deployed a robotic process automation (RPA) solution to provide hands-free write-off process.
- Developed BOTs that conduct the process without human intervention.
- Enabled coverage of large volumes in a short amount of time.
- Designed for scalability as volumes fluctuate.
- Write-off value verifications were automated, reducing potential for human error.

Outcomes

With Omega Healthcare, the management services company was able to achieve vast improvements in small balance write-offs for its provider clients.

- Improved accuracy without human intervention
- More effective utilization of workforce
- Increased provider satisfaction with the management services company

60%
Faster turnaround times

100%
HIPAA compliance

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**

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.

Want to learn more?
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ABOUT OMEGA HEALTHCARE
Founded in 2003, Omega Healthcare Management Services® (Omega Healthcare) empowers healthcare to thrive via intelligent solutions that optimize revenue cycle operations, administrative workflows, care coordination, and clinical research on a global scale. The company works with providers, payers, life science companies, medical device manufacturers, health technology firms, researchers, and industry partners to amplify teams with robust technology, specialty expertise, and operational support. Omega Healthcare serves 350+ healthcare organizations with 35,000 skilled workers in the United States, India, Colombia, and the Philippines. For more information, visit www.omegahms.com.



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