

# Success Story

## Rheumatology

### The Challenge

Our client is an independent, 3-provider group in the Raleigh, NC area that provides diagnostic rheumatology and immunotherapy services and care to patients suffering from arthritic conditions and autoimmune diseases, like lupus, scleroderma, psoriasis and more. The practice also provides infusion therapies and participates in a number of clinical trials as well.

The practice had long kept billing in-house, but concluded in 2016 that the burden of increasing patient responsibilities, prior authorization requirements, and difficulty keeping up with changing payer demands and quality reporting requirements, was stalling their overall revenue growth. They approached Genesis to outsource their billing and pre-certification services so that they could focus more directly on care delivery and administrative efficiency at the practice level.

Following an analysis, the Genesis team presented a bundled solution that would include both billing and precert services, and guaranteed a minimum 12% increase in monthly collections.

### The Outcomes

In the first 6 months of service, Genesis placed an emphasis on improving eligibility verifications, pre-certification workflows and clean claim submissions, as well implementing rigorous payment and denial follow-up protocols, creating a number of improvement points for the practice, which we continued to strengthen through the first 12 months of service.



**Collections  
increased  
by 14%**



**Average A/R  
Reduced  
to 33 Days**



**Clean Claims  
Improved to  
98%**

★ Improved pre-certification approvals and turnaround times

★ Average A/R reduced by more than 7 days

It's a good time  
to thrive.