



Internal Medicine Practice with six physicians and a support staff of ten engages ASEC Medical Billing Management for billing management and overhead reduction

Our Client

A mid-sized, Southern California Internal Medicine / Family practice, emphasizing patient contact and personal service. The practice has a support staff consisting of ten employees: two dedicated to billing functions, one office manager, six doctor assistants / nurses and one receptionist.

The Challenge

ASEC Medical Billing Management was chosen to develop a seamless process for outsourcing all of the practice's billing requirements – from coding, insurance verification, and claims submission to payment and accounts receivable analysis and reduction. The client had three specific objectives: first, reducing the current aged accounts receivable that exceeded 90 days from 17% to less than 10% of total billings; second, decreasing the average accounts receivables' collection time from 57 days to 45 days; finally, the client wanted to improve overall collection ratios. These objectives were necessary for reducing the practice's overhead, allowing its existing resources for the growth of the practice and an overall improvement of patient care and contact.

Our Solution

An ASEC Medical Billing Program Manager was specifically assigned to the client's practice and conducted an in-depth review of the practice's current billing process. After thorough research, it was discovered that initial coding errors and lack of insurance payment follow-up resulted in decreased collections as well as overdue accounts receivable. ASEC then assigned a billing specialist with expertise in the client's MISYS Tiger Billing Software. Working together with the managing physician and the billing administrator, ASEC implemented a complete outsourcing transition in less than two weeks. Special attention was initially focused on reducing aged accounts receivable and increasing the effectiveness / efficiency in the billing submission process. ASEC provides the client with daily reports, an analysis of actions taken, and the results produced.

Resulting in

- Reduced Accounts Receivable older than 90 days to < 7%
- Decreased average collection of Accounts Receivable to 42 days
- Improved collection ratios by 6.8%
- A better focus on patient care and practice growth

Contact Us

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