

Contract Management and Underpayment Analysis

Client Background

Customer is one of the largest radiology service providers in USA. Customer runs multiple practices across multiple locations. Customer's outsources process of reading of radiology images and preparing reports. Such transcribed reports are then reviewed by Customer's in house radiologists and approved.

Client's Challenge

The entire process of maintaining contracts and fee schedules was manual. Due to this tracking if the payors are paying as per the contracted fee schedules or not was very difficult and slow. This resulted in either loss of revenue or realization of revenue after long delays.

The Our Approach

We studied existing manual process and suggested automating the underpayment calculation logic through a web application with following features:

- A central repository for all payor contracts and fee schedules
- All the payor contracts and corresponding fee schedules are imported and stored in central database
- Quick and easy search option is provided to find a contract fee schedule
- The billing data import option gets data from billing system and calculate variance i.e. underpayments, overpayments etc. during the import process only
- Automatic identification of researchable underpayments
- A basic Workflow for users to manage the researchable underpayments and follow up with payors
- Weekly underpayment status dashboard

Successful outcomes and results

- Saving of time and efforts in identifying underpayments
- Quick realization of revenue through reprocessing of underpayments in a timely manner

Technology used

- ASP.Net 4.0 with C#
- MSSQL 2008 R2