

## Improving EOB follow-up with Medflow RCM

Case Study- Unavailability of EOB's in Clearinghouse and the process to acquire them.

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Client Y (Ophthalmology practice with 3-4 physicians) transitioned to Medflow RCM in the first quarter of 2015. Medflow discovered that 80% of the EOBs were not visible in the clearinghouse and an even greater percentage if they were more than 2 weeks old. This accounted for 60% of the total aging cases. The process in place to get the EOB's from the insurance companies was very tedious.

### Situation Before Implementing Solution

The unavailability of the EOBs [80%] in the Clearinghouse led to an increase in call time to verify claim status and created a delay in payment posting. The RCM team called the Insurance Companies for all cases and requested a copy of the EOBs. When the EOBs were received they were sent to an Onshore fax # for the RCM Team to access via Sharepoint.

### Solution Implemented

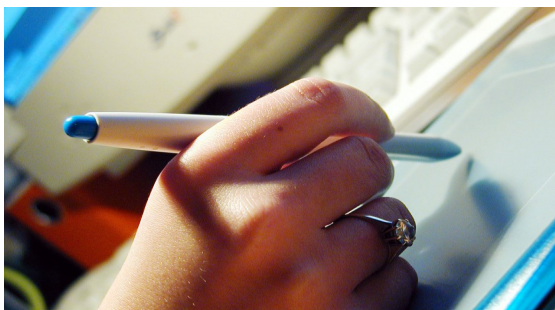
Medflow RCM researched the Clearinghouse website and with their IT team implemented corrective actions:

- Coordination with Clearinghouse IT team corrected the communication and EOBs posting issues. EOB's were also made available post 2 weeks.
- Medflow RCM set up a local Fax # to begin receiving the EOBs from Insurance Companies directly when copies of the EOBs were not available.

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*"They were not kidding about Medflow being the best RCM team we can find. After one month I'm very impressed!"*

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### OUTCOMES WITH MEDFLOW RCM

- 55% reduction in calling time to get claim status and getting copy of EOBs.
- Faster Payment Posting
- Reduction in aging volume by 30%, 120+ aging volume dropped from 17% to 9%.