

Improving Coding Quality and Reducing Revenue Loss with Syntel BizOps Services

BUSINESS GOALS

Today's healthcare providers must achieve unprecedented efficiency in managing and running their Revenue Cycle Management (RCM) processes in order to avoid revenue leakage and contain costs.

One leading healthcare provider turned to Syntel for help transitioning to a new Epic EHR and RCM system to replace several fragmented ambulatory and inpatient systems.

The client's primary goal was to reduce accounts receivables and a big backlog of charts. Other challenges included an increased need for coders trained on the EHR application, and ensuring compliance with audit requirements despite limited time and resources.

BUSINESS BENEFITS

Minimum business disruption: All specialties and activities were on-boarded with minimal dependency on the client's SMEs

Improved tracking and on-boarding: Daily tracking with key stakeholders enabled us to manage changing priorities and meet all financial targets for specialties like urgent care, lab and radiology

Improved process execution through automation: Syntel employed our SyntBots automation platform to accelerate processes and deliver business results, such as:

- **25%+ cost savings**
- **95%+ quality adherence**
- **Improved clean claim submission rate**

CHALLENGES

Growing Pre-AR

- Revenue loss due to a huge number of billing edits and charge entry backlogs, resulting in slow claim filings
- Pre-AR of approximately \$90 million, compared to average billing of \$15 million per month

Critical Specialties

- Huge backlog and high-dollar sessions blocked under critical specialties such as urgent care, lab, pathology and radiology

Shortage of Medical Coders

- Existing medical coders had a huge learning curve on the Epic application

SYNTEL'S SOLUTION

With a team of certified professionals and 15+ years of experience across the provider value chain, Syntel stepped in with a solution to address the client's business needs by setting a nearshore team of certified coders and RCM analysts. Our team was able to get up to speed quickly based on our understanding of the client's existing processes and legacy applications. We were able to:

- On-board 12+ specialties in just four weeks, transition 26+ sub-processes within two months, and scale up 30+ edit types/processes across specialties
- Significantly reduced the pre-AR from \$90 million to less than \$20 million in just 8 weeks
- Identify and prioritize specialties into clusters based on business criticality and complexity, which enabled us to focus on the areas with the highest revenue leakage

ACCOLADES & APPRECIATION

"I would like to thank Syntel from the coding team for your dedication and your team's support in helping us reach the incredible amount in Pre AR we achieved this month."

- Manager, Medical Coding

"Thank you so much for your help throughout an enormously challenging time period. You and your team rose to the occasion and helped us get to a much better place. We are grateful for your efforts and look forward to you all continuing to impress us with your productivity, accuracy, professionalism, and efficacy."

- VP, Business Services