

# Urology Group

## 22 Locations



*In just 14 weeks, Bikham's Enrolment team assists the Urology group in getting over \$3.5 million in backlogged billing submitted to payers*

### THE CHALLENGES

- 35 providers needed to be enrolled with payers as quickly as possible
- More than six months had passed since some of the providers had been hired
- The Urology Group needed help with enrolment to be able to release claims on hold that significantly impacted its revenue

### THE PROBLEM

In Jan 2018 a large Urology group with 22 locations and 110 providers reached out to Bikham for their Payer enrolment needs. The initial request was for assistance with payer enrolment for about 35 providers, who had been hired since the previous June, but never enrolled. Bikham's Payer Enrolment Services identified a team to assist in correcting the enrolment errors and to research and fix other mistakes that had been made in its payer enrolment process. As the payer enrolment specialists began to delve into the project, the team realized that the backlogged billings and unreimbursed claims had created a significant revenue shortfall.

## APPROACH

Bikham began a process that focused on enrolling the providers as soon as possible and fixing the existing enrolment problems thus being able to help the billing department file and get paid for claims on hold. Bikham's payer enrolment team started by researching each provider's status, whether they were still employed with the system, and if the provider had reimbursements pending by using the accounts receivable reports. Based on the reports, Bikham's enrolment team determined which providers' enrolment applications to focus on first. When the number of providers needing to be enrolled grew from 35 - 67, Bikham's scalable approach allowed them to add specialists to assist in the project. We had weekly calls with the group's management team to report the results and notify them of the progress or issues they were facing. The team also focused on correcting errors that had been made previously in the enrolment application process. When errors were corrected and providers' applications were resubmitted, those that had been previously denied were processed and approved successfully with payers.



## THE RESULTS

In just 9 weeks, the hospital system was able to release and collect on more than \$1 million of claims being held due to enrolment issues, which rose to more than \$2.2 million after 14 weeks. Within the first 30 days of starting the project, Bikham's enrolment team was able to deliver positive results and enrol 23 providers into 66 plans in which they could file claims. This timely, efficient enrolment and approval process set the stage for the claims to be paid quickly. Recognizing the value of Bikham's results, the Urology group continues to work with Bikham's payer enrolment team to enrol its newly hired providers.