

CASE STUDY

# Increased AR efficiency for an Urgent Care Clinic in Maryland

Average AR days reduced from 34 to 18

**LISTER**  
technologies

## Client Industry

Urgent Care

## Service Offering

Full Service Billing

## Practice Management Software

AdvancedMD

## Profile

The clinic started in response to the growing need for high quality and convenient medical care in a warm, friendly environment.

Some of their treatments include:

- Colds, Coughs and Flu
- Cuts and Bruises
- Earaches and Infections
- Broken Bones & Fractures
- Burns, Rashes and Bites
- Sprains and Strains
- Vomiting and Diarrhea
- Allergies and Asthma

They have 1 full-time and 2 part-time doctor's.

## CHALLENGES

The customer's Accounts Receivables was getting older and they didn't have the time or resources to handle them. The customer finally approached Lister when all their in-house efforts failed to manage their A/R in a cost effective manner.

The customer also faced problems in billing like:

- The billing was not completed within 24 hours
- Steep Decrease in collections
- Inconsistent cash flow
- Provide status and prediction reports to the owners on claims and collection

The Customer wanted to hand over full-service billing to Lister in 2 months if they were satisfied with Lister's AR follow-up capabilities. The following was their AR structure before Lister was contracted.

DAYS	MONTH WISE AR%
0-30	54.58
31-60	18.87
61-90	7.80
91-120	4.44
120+	14.31

*“We have been very pleased with your services, to date. Your staff always responds to our requests in a timely fashion and we have been impressed with the speed with which LISTER has learned to use AdvancedMD.”*

*Chief Medical Officer*

## SOLUTION

- The customer signed up in just 1 month for full service billing after gaining confidence in the way Lister did AR follow-up with insurance companies
- A dedicated Account Manager and Team were deputed to handle the account
- The team consisted of full time employees for medical billing, medical coding and an AR specialist
- Lister developed a medical billing process and an AR process to make sure that billing takes place within 24 hours after the doctor has seen the patient
- Lister followed-up on denied, underpaid and unpaid claims
- Issues with insurance companies were addressed and resolved fast.
- Lister maintained a knowledge base of issues and solutions and documented them in a business process manual

## BENEFITS

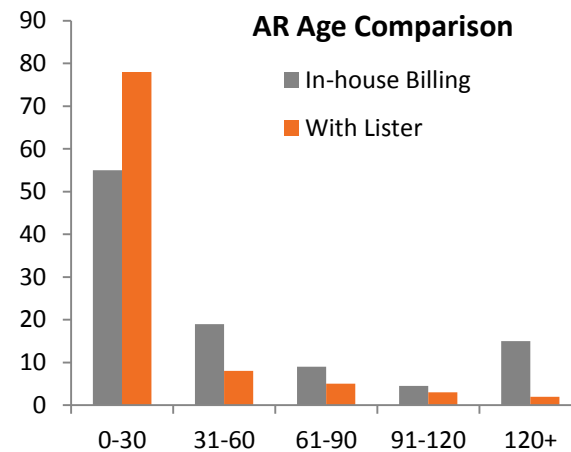
By outsourcing the medical billing to Lister, the customer was able to:

- Witness the average AR days brought down from 34 to 23 days within 6 months
- Witness the collection percentage increased from 53% to 61% within 6 months
- Experience significant improvement in the cash flow as a result of increase in collection ratios
- Concentrate on patient care and see more patients, with the availability of more time, and a clutter-free office

enable employees to focus on core business aspects, instead of billing related tasks

- Eliminate fluctuations associated with backlogged claims and employee Turnover
- Increase operating efficiency and reduce administrative costs

The following statistics will show how Lister made tremendous improvements in increasing collection and made cash flow consistent for the customer.



These numbers show that:

- The 0-30 days bucket grew from 55% to 78%
- The 120+ days bucket decreased from 14% to 4%

The average AR days got reduced to 18 days from 34 after Lister came in.

As a result, Lister helped the customer grow 7x in 3 years and has been an exclusive partner ever since for all their projects across multiple locations in the US.