

Laser & Varicose Vein Treatment Center

Vascular surgery practice increases collections, reduces denials



The Laser & Varicose Vein Treatment Center provides pioneering laser closure techniques for varicose veins, as well as services for various forms of spider veins. Its experienced team includes two board-certified physicians, a physician assistant, the certified technical director of its non-invasive vascular lab, and administrators of its Brooklyn and Staten Island, NY locations. www.varicosecenter.com

Results

- Maximized payment process due to a more efficient pre-certification process
- Improved A/R follow-up with better collection and denial management processes
- Successful implementation of the center's first electronic health record

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Challenge

Laser & Varicose Vein Treatment Center in New York wanted to continue to grow, but knew it needed to improve its financial picture. Collections were low and its billing provider at the time was struggling to follow-up on outstanding claims. The center was also planning to add electronic health record capabilities to its practice management system, better supporting clinical documentation and access to patient records across its facilities in Brooklyn and Staten Island, NY.

Solution

"The center chose Advantum Health to manage their revenue cycle because of their depth of expertise in both billing and EHR optimization," said *Inam-Ul Haq*, MD, RVT, FACS, founder and director of the two-doctor vascular practice. The center knew that moving from a combination of dictation and paper charts to electronic documentation would be a challenge if they did it alone. "We were confident that by choosing Advantum, its team could help us make a smooth and efficient transition."

Results

Collections and follow-up improved — "Advantum has saved us time and money by implementing better collections and denial management processes, including improved follow-up. Once the EHR is fully implemented, the more detailed documentation will support even further gains on the financial, administrative and clinical sides of our practice."

Pre-certification hassles eliminated — Pre-certification of each billable provider in each location is a critical foundation for a smooth payment process without delays. "We know that Advantum is skilled in the nuances of pre-certification and we trust them to take care of it as part of managing our A/R."

Processes improved — "From charges and payment posting to denial management and other aspects of billing, Advantum has been a great partner. They are extremely attentive to all of our needs and are focused on our success."