

Orlando Heart and Vascular Center

Cardiology practice reduces billing issues, saving time and money

About Orlando Heart and Vascular Center



OHVC is dedicated to delivering the highest-quality, most up-to-date cardiovascular services in the greater Orlando, FL area. All six of its physicians are board-certified in cardiovascular diseases and are supported by two mid-level providers and staff across three office locations. www.ohvc.net

Results

- Higher revenue through attention to detail and ongoing communications
- Decrease in denial rates
- Reduction in billing issues by 80%

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about how Advantum Health clients are improving financial health and thriving in the ever-evolving world of healthcare.

1-866-814-5652

Challenge

Orlando Heart and Vascular Center (OHVC) in Orlando, FL, had tried several billing companies and in-house solutions to effectively manage its financials. But the complex workflows, infrequent communications, and lack of expertise made it a challenge to manage the day-to-day operations. These challenges were causing a loss of or delay in revenue and were impediments to achieving and improving results.

OHVC and its 32-member staff needed a reliable billing partner that could handle their complex systems and claims, the manual processes, and improve OHVC's billing and collection rates. OHVC knew that to succeed they needed a reliable, consistent and knowledgeable billing partner.

Solution

Based on recommendations from other trusted physicians, OHVC reached out to Advantum Health, developing a relationship and comfort level with its team before officially committing to the change. Since then, they have experienced fewer fluctuations and inconsistencies in their billing, coding and revenue.

Results

Reduction in billing issues by 80% — OHVC's electronic health record has a feature called "Billing Issue Tracker," which prior to Advantum was discovering around 15 issues per month. Through ongoing communications between Advantum and the practice's staff, that's been reduced to only two or three issues a month, "a great improvement," said Jessica Sherouse, the billing manager at OHVC.

Exceptional communications — "With any practice, there will be billing issues that arise. We have frequent meetings with the Advantum billing team which ensure that any issues that may arise are resolved on a timely basis. We have a strategic client manager that helps us resolve issues and guide us toward best practices. We're extremely pleased with our relationship and look forward to our long-term success together."