

Helping Health Care Organizations Increase Revenue Resolving Low-Balance and No-Activity Claims

The client was challenged with unpaid claims and a large volume of low-balance claims across payors. While liquidating A/R, AGS identified system workflow improvements that optimized the provider's revenue cycle long term.

CHALLENGES

- Unpaid/no-activity claims
- Large volume of low-balance claims across all payors

OUTCOMES

- Resolved more than 1,300 claims equaling \$80,000 in charges
- Rebilled approximately 800 claims (an estimated \$63,000) to the correct payer for reimbursement
- Identified remits and secured expedited payment posting for 500 claims
- First outstanding claims with \$18K in charges
- Reduced outstanding small balance A/R with commercial payors by 75% in less than four months



1,300+

claims resolved



800+

claims rebilled



75%

reduction in outstanding small balance A/R in four months