

AGS Provides a Scalable, Flexible Extension of the RCM Team to Support Rapid Growth in Patient Volume

CASE STUDY

East Coast-Based Infusion Therapy and Surgically Implanted Medication Provider

Decades of providing patient-specific, compounded sterile medications

Active patient census of more than 11,000

Available for multiple care settings including dialysis centers and patient homes

The East Coast-based customer had been a long-time customer of AGS Health, utilizing a variety of services including insurance authorizations and reauthorizations, patient registration and verification, and A/R follow-up.

Similar to many other healthcare provider organizations, the customer has experienced evolving patient volumes, workloads, and revenue challenges over the years.

By working in conjunction with AGS Health, they are able to increase the level of support needed, get help with special projects, and focus on strategic initiatives to address these challenges.

CHALLENGES

- Staying ahead of the many moving parts to revenue cycle management (RCM), from intake to cash posting.
- Rapidly growing patient census required more resources to manage increased patient volume.
- Periodic special projects require incremental resources that cannot be found in-house.

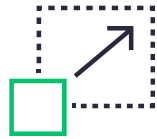
Outcomes

- Timely turnaround for authorization and verification
- Continue to meet all SLAs and KPIs
- Achieve and exceed the same standards of excellence to which internal teams are held



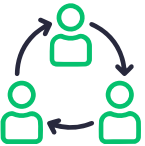
Timely authorizations

AGS ensures authorizations are in place from insurance companies in a timely manner, preventing delays in patient care.



Scalability based on need

AGS Health successfully and rapidly scales resources dedicated to the customer to meet surges in demand for authorizations, insurance verifications, re-authorizations, and billings.



Working together to grow

With support from AGS Health, the customer has been able to expand its service offerings – which in turn increases patient and billing volume – and payer relationships. This includes meeting goals set for authorizations and monthly close-out.

Meeting and Exceeding Expectations

AGS Health’s flexible service model has provided the customer skilled staff that act as an extension of their RCM team. With the ability to rapidly ramp up new projects and address the challenges that the customer lacks resources to address, AGS is considered a strategic partner that can be called upon to help streamline the patient intake and insurance verification process and identify and collect additional revenue.



“AGS Health has done a really great job with getting authorization and performing insurance verification in a timely manner on both sides of our business, as well as with managing re-authorizations to ensure that once patients are on our service they can stay. This plays a huge role in ensuring that patients can get their medications on time and allowing us to bill in a timely manner.”

RCM INTEGRITY SUPERVISOR