

Success Story

Let's Talk



The Client

Let's Talk is a family-owned practice offering speech and occupational therapy services. Located in Louisiana, the practice specializes in pediatric therapy and conducts visits to schools, clinics and private homes.

The Challenge

Between traveling to appointments and managing daily operations, business owner and practitioner Amy Bacon found herself with little time to focus on the practice's billing needs. An in-house accountant was assisting with the company's finances, but lacked medical billing expertise. Time-consuming manual processing of claims lacked efficiency and the practice found that it was not keeping up with denials, along with dealing with a rejection percentage between six and nine percent. Days in accounts receivable was steadily growing and the amount of outstanding payments was "through the roof," claims Ms. Bacon.



“The practice was growing but we could not keep up and needed outside assistance.”

> **Amy Bacon**

The Solution

The client was looking for additional automated, intuitive solutions that could streamline workflows and create efficiencies to complement current clearinghouse services. The solution was a robust combination of billing expertise and sophisticated tools to manage the revenue cycle in tandem with their practice management system. Partnering with TPS for their full service revenue cycle management services would alleviate time restraints and manual processes and allow the client to focus more on building patient relationships.

The Results

Because of the dedicated revenue and billing management from TPS, claims began to be processed faster, were cleaner at the time of submission, and the amount of rejections decreased. Prior to partnering with TPS, many of the client's claims were in accounts receivable for more than 120 days and over seven thousand dollars in revenue was outstanding.

The average rejection percentage was reduced to **less than two percent** and the average amount of days in accounts receivable drastically **decreased down to 24 days.**

Since implementing TPS Billing services, the practice decreased its rejection percentage to a less than two percent average and reduced their average days in AR drastically, down to 24 days.

“There is no way we could have kept up with the amount of claims coming in if we didn't have TPS. The support I received has turned my business around.”

> **According to Ms. Bacon**

For more information on how TriZetto Provider Solutions can help you, call **800-989-1526** or [Click Here](#)



3300 Rider Trail South
Earth City, Missouri 63045
(800) 969-3666
TriZettoProvider.com