

Case Study: Healthcare

# American Pathology Partners

## The Challenge

The nature of the industry posed difficulties for American Pathology Partners (APP). Executing diagnostic requests from providers meant relying on physician offices to provide proper information. With inaccuracies in patient demographics came an increase in denied claims that APP was looking to investigate and remedy. A senior executive was interested in an expected reimbursement solution, and soon realized their current practice management system was not meeting their needs. Along with the desire to better identify payment errors, APP was interested in improving their appeals process, which was manual, time consuming and often inaccurate.

## The Solution

### Better reporting and data analysis

APP partnered with TriZetto Provider Solutions, a Cognizant Company, to utilize the Advanced Reimbursement Manager product to assist with denials management. The tool's ability to manage payment errors and reduce the time-consuming appeals process was exactly what American Pathology Partners needed.

"With Advanced Reimbursement Manager, patient data can be pulled off of the 835. When you have contracted rates that vary per product, our system unfortunately couldn't match that up, but Advanced Reimbursement Manager could. That's the biggest win for us.



**American Pathology Partners™**

## The Client

American Pathology Partners, Inc. is a network of leading pathology laboratories headquartered in Nashville, Tennessee. The company operates a network spanning various U.S. locations, offering both hospital-based services and outreach facilities to physicians, with 70 percent of their business coming from pathology needs relating to women's health. Beth Butler serves as the director responsible for the overall performance of the organization's revenue cycle.

Implementation consisted of setting up electronic claim files, electronic remit files and fee schedules. The onboarding process was seamless and once complete, the client was able to easily monitor claim data to manage denials and underpayments by automatically generating and sending appeal forms to recover revenue.

## The Results

### More than \$350,000 of lost revenue recovered

APP began using the Advanced Reimbursement Manager tool daily to work denials and efficiencies were noticed immediately. With the previous system, billers would have to wait until a payer posted the batch. Not only was the appeals process now automated with Advanced Reimbursement Manager, but APP's billing staff had the ability to get their hands on EOBs significantly sooner.

"Our staff works appeals faster, so we get paid faster."

Additionally, senior management had increased visibility to the staff, which helped monitor workflow and ultimately increase productivity.

Another key feature that benefited the client was Advanced Reimbursement Manager's ability to predict and prevent future payment issues by identifying payer trends and common user errors. APP was even notified when their volume dropped, which led to the finding of an internal IT glitch.

Advanced reporting functionality and easy-to-use dashboards gave real-time analysis and the capability to drill down. This newfound ability to easily monitor claims and payments aided in the discovery of inaccuracies from certain payers. APP worked with those payers and over the course of the last year recovered substantial payouts in the amounts of \$121,000 and \$242,000.

"We've recovered over \$350,000 since we started using Advanced Reimbursement Manager. Without the tool, that would have been lost revenue."

"Advanced Reimbursement Manager gets me the financial data I need to answer the questions that I have. Because we're better able to manage our denials, we've recovered over \$350,000 since we started using Advanced Reimbursement Manager. Without the tool, that would have been lost revenue."

> **Beth Butler, Director Revenue Cycle**

For more information on how TriZetto Provider Solutions can help you, call **1-800-969-3666** or visit **[www.trizettoprovider.com](http://www.trizettoprovider.com)**



3300 Rider Trail South  
Earth City, Missouri 63045  
(800) 969-3666  
[TriZettoProvider.com](http://TriZettoProvider.com)