

Case Study: Healthcare

# Rainey Dermatology

## The Challenge

Being a small office with limited resources, Rainey Dermatology utilized a third-party billing service to manage the practice's revenue cycle. However, a lack of communication caused Dr. Rainey to become increasingly dissatisfied with the company. Denials required a lot of manual work and rejections were not worked in a timely manner, with 28 percent not worked properly the first time. Coupled with increasing days in accounts receivable (A/R), revenue was simply not coming in as it should. All of this, combined with a growing number of unpaid claims, led Dr. Rainey to look elsewhere for revenue cycle management services (RCMS).

## The Solution

Rainey Dermatology needed an organization to proactively manage their revenue cycle. Positive reviews about TriZetto Provider Solutions, a Cognizant Company (TPS), led the practice to explore what the company's offerings and they soon parted ways with their previous billing company. The answer was Revenue Cycle Management Services (RCMS), a full-service solution that pairs a robust solutions platform with experienced billing experts that can manage every aspect of a practice's medical billing. The customizable RCMS solution from TPS meant Dr. Rainey could worry less about her practice's revenue cycle management and devote more time to her patients.



## The Client

Rainey Dermatology is a practice in San Antonio that specializes in medical and cosmetic dermatology. Led by Dr. Christy Rainey, a small team of doctors operate two locations in the area.

## The Results

The dedicated TPS team, trained and certified to work seamlessly with the practice's EMR, quickly turned around the status of Rainey Dermatology's claims and denials, and positive results began to show almost immediately. The software, combined with proactive account management and open communication, exceeded the practice's requirements and the client was extremely happy with the results.

Notable statistics include:

- Time in A/R decreased to 24 days from 33 days
- Denial recovery percentage increased to 46 percent from 18 percent
- Claim correction accuracy increased to 95 percent from 72 percent in just three months
- Average amount of time necessary to work rejections decreased from 17 days to just three days

"Outsourcing my billing to TriZetto Provider Solutions has led to less manual work and increased operating efficiency, allowing me to focus on other tasks," says Dr. Rainey.

On-demand reporting and weekly governance meetings provided the transparency the client was looking for, with the added bonus of real-time reports that gave insight into staff productivity.

It used to take over two weeks to work rejections. Now it only takes three days!

	BEFORE	AFTER
Time in A/R	33 Days	24 Days
Denial Recovery Percentage	18%	46%
Claim Correction Accuracy	72%	95%
Time Needed to Work Rejections	17 Days	3 Days

"It is nice to know that we are all working together toward the same goal, even if we are thousands of miles away. I appreciate the quality of work that TriZetto Provider Solutions brings to my business."

"I have noticed a major improvement from my old billing company to the current one."

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)**



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