

Total Pain Care

Total Pain Care is a single-specialty Pain Management surgery center located in Meridian, MS. With continued growth in high-cost, device-intensive procedures, cash collections were maximized. Outpatient Healthcare Strategies management team, along with TPC, brought on an experienced revenue cycle management company that has continuously collected 100% or more of the calculated net revenue goal each month through accurate coding, pre-auth assistance, and collection follow-through.

Reducing the number of days in AR was considered a key priority by the facility's management team. During the past 18 months, TPC has outsourced its billing operations through OHS to address all aspects of the ASC's revenue cycle, including:

An extended revenue cycle can place considerable strain on an ASC's ability to stay in business. OHS recommended an experienced RCM company that included utilizing its expertise in the areas of billing, payment posting, insurance and patient follow-up

TPC adopted OHS's recommended RCM solutions in August 2021. The RCM team was able to collect payments aged over 365 days.

Highlights of OHS's RCM company work also included:

- **Accounts receivable:** OHS's RCM company streamlined AR processes significantly increased cash flow. Within one year, OHS reduced the days in AR by over 80%. A recent audit revealed the center also is resolving 100% of patient balances within 60 days.
- **Cash Collections:** OHS appealed denied and underpaid claims from payers. The appeals along with increased, focused collection follow-up efforts, have increased overall revenue by 64% percent in 12 months.

For TPC, OHS also added operational efficiencies in the following areas:

- AAAHC re-accreditation
- Online education for facility staff and physicians
- Management staff mentorship and ongoing support
- Implementation of GPO pricing
- Analysis of new procedures providing new options for patients and higher revenue streams for the center
- Case cancellation reduction through pre-operative guideline changes and scheduling education from the office to the ASC