

C A S E S T U D Y

“Our only regrets outsourcing with the team at ORI was not doing it sooner!”

Sometimes clinic administrators realize they are going down the wrong path and seek assistance. Other times they wait too long before reaching out for help. Fortunately for one client of Outsource Receivables Inc. (ORI), it was not too late. With 60% over 90 days in accounts receivable (A/R) aging, ORI was recommended by the clinic’s accountant as a professional outsourcing company. The owner made the right decision and brought in ORI get the clinic back on track.

The processes that cause problems in medical billing can be seemingly confusing, complex, ever changing, and just overwhelming. It can be too much for a small department to handle; all it takes is inefficient processes, staff turnover, or an increase in business to have a detrimental effect on the profitability of a clinic.



ORI’s mission is to the lessen the complexity of healthcare reimbursement.

Having a team of professionals that we call “the ORI entourage” take on the task is a huge relief for our clinics. ORI can assess the processes, get a handle on the A/R and create cash flow that is consistent and reliable. In the process, ORI can also save clinics a significant amount of money.

We provided an initial business assessment for the practice to analyze the potential savings and focus on areas for improvements. The first step was to audit what was outstanding in the old practice management system. Next, ORI developed a project plan to strategically attack the backlog of A/R in a way that would generate immediate cash flow.

Maintaining secure and robust technology solutions and vendor relationships is imperative, not optional. The next challenge was to identify the most cost effective electronic medical records (EMR) and practice management (PM) system that would truly meet the needs of the clinic and have the potential to increase performance dramatically. ORI provided expertise through the onboarding team to setup the systems and empowered the clinic manager to implement EMR best practices throughout the clinic.

Another key element of success was re-building the team. The clinic's original billing office staff turned over completely and a talented clinic manager took the reigns. The manager worked with ORI to evaluate each step of the billing process and ensure that none of the inefficient processes were carried into the new system or relationship. Communication and reporting protocols were put in place to minimize the necessary day-to-day interaction. The manager could then focus on other areas of quality and growth. **Overall, patient education tools at the front desk, higher quality statements, superior data collection procedures, and insurance verification have created an unstoppable infrastructure and workflow.**

The outcome?

The old A/R was worked down and closed out over a 6 month period. ORI was able to successfully collect 95% of outstanding claims. The new EMR and practice management system exceeded expectations and proved to be a great success when combined

with the right training and templates.

Today the clinic's **over 90 day accounts receivables is down from 60% to less than 5%**. The days of sales outstanding has dropped steadily from 70 to 20. And to make sure the team stays focused over the long term, ORI instituted performance guarantees to ensure there is "skin in the game."

The clinic now runs more efficiently than ever! A true partnership and trust with ORI has developed.

The only regret was not going to ORI sooner.

