

# Case Study

## Emergency Billing Services

### PLUTUSHEALTH

A large network of hospitals spread across multiple states providing emergency services reduced 90+ AR days to less than 28 days using Automation

#### Facility Profile

Location: Illinois  
Organization size: Large-sized  
Specialty: Emergency services

#### Challenges Faced

- ★ 90+ AR balances leading to huge revenue loss
- ★ High claim denials
- ★ Reduction in financial flow
- ★ Delay in claim processing
- ★ Aging claims

#### Plutus Health's Plan of Action

Plutus Health's team started this project to automate the current RCM processes. Our RPA experts thoroughly analysed the current process and detected the issues that needed immediate attention.

#### Issues Detected

- ★ Significant manual process involved generating AR reports from various medical billing systems and converting raw data into clean formatted data for further analysis.
- ★ Time consuming to log into various portals to check the claim status and maintain manual updates in various excel sheets.
- ★ Significant delays in handling denials as the agent has to manually look into the denial codes, collate all the missing documents from various sources and upload/fax to the payor.
- ★ Agent Dependent on processing claims
- ★ Ageing claims growing due to high volumes

#### Plutus Health Solution

Plutus Health utilized the UiPath framework with a combination of VB scripts to automate the revenue cycle management process by building an attended bot.

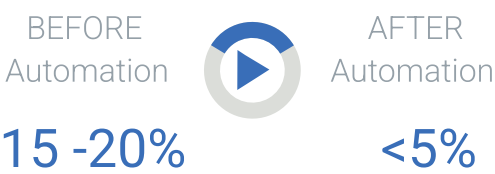
Our experts leveraged Zeus to streamline the RCM process. Zeus is a family of 60+ RPA bots for charge entry, cash posting, claim status check, eligibility verification, medical record capture, analytics, reporting, and more. with the help of memorized reports.

- ★ Generate AR reports from various medical billing systems
- ★ Extract data for different payors
- ★ Log into the payor portal and check the claim status
- ★ Take action depending on the claim status
- ★ Assign exceptions to agents for manual processing
- ★ Generate MIS reports

#### Results & Achievements

- ★ Reduced day in AR to 25 days
- ★ Elimination of Human error
- ★ Decrease Turnaround time for claim submissions to <48 hours
- ★ Boost clean claim percentage to >98%
- ★ Learn from and effectively manage denials to bring them <5%
- ★ Slash Ageing Accounts Receivable
- ★ Bots available 24x7 to check the claim status

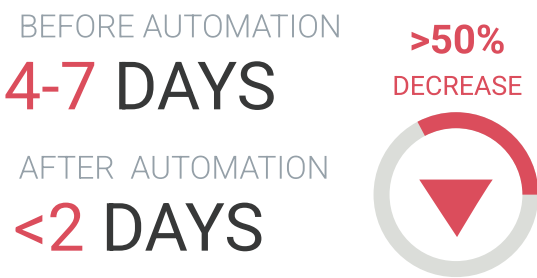
#### Claim Denials



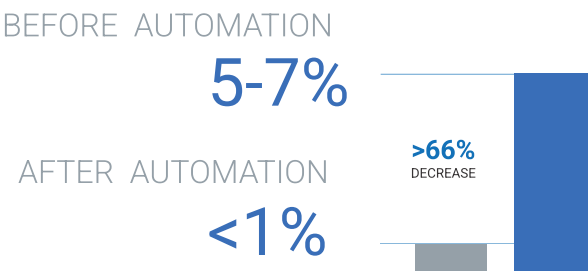
#### Clean Claim



#### Turn Around Time



#### Human Errors %



#### AR Days



To learn how Plutus Health will accelerate your revenue cycle call (469) 242-6053 or visit [www.plutushealthinc.com](http://www.plutushealthinc.com)

Plutus Health Inc., headquartered in Dallas, TX, is a 15 year old well-established player in the realm of Revenue Cycle Management (RCM). They are known for their comprehensive technology-driven approach, incorporating Analytics, Artificial Intelligence (AI), and Robotic Process Automation (RPA). Plutus Health specializes in various aspects of RCM including Contracting and Credentialing, Ophthalmology Coding, Ophthalmology-focused Revenue Cycle Management, NSA & TDI arbitration processes, network and billing services. Their primary goal is to assist Ophthalmology practice in enhancing collections and minimizing denials, with a strong commitment to compliance.

The workforce at Plutus Health comprises over 1,000 employees along with 70+ RPA bots and AI Chatbots. Their suite of enterprise-level RCM services encompasses features such as an RCM analytics dashboard, software for patient e-statements, reminders through text and Interactive Voice Response (IVR), a patient payment portal, and an AR workflow optimizer solution. These tools collectively facilitate the management of a large volume of insurance claims throughout the Accounts Receivable follow-up process, Denial management, or the NSA/TDI journey. Plutus Health is adaptable in that they can seamlessly integrate with your existing billing software or provide a fully hosted and managed billing software solution.