

A Piney Woods Home Medical Equipment is a distributor of medical equipment and supplies for the homecare and long term care markets. A Piney Woods serves over 40 counties throughout Texas and provides home health and hospice care along with medical equipment and supplies. A Piney Woods believes in patient independence and comfort.

CHALLENGE

At A Piney Woods, like most DME and home health businesses, collecting payments is an ongoing challenge. The coding and billing processes are time-consuming and require manual searching of documents. This process is cumbersome and often means the staff is short of time and cannot collect all potential revenue.

A Piney Woods needed a way to reduce the occurrence of lost revenue. Furthermore, eliminating manual research to find potential lost revenue was equally important.

A Piney Woods needed to identify opportunities to find and fix errors on claims, re-bill and collect revenue to maintain cash flow. The critical success factors were to submit clean claims and manage referral sources.

Solution

MedAct gave A Piney Woods the ability to get immediate access to revenue codes, reimbursement information and custom note tracking to review questions and answers posted by other users. This automated process removed the redundancy and manual effort to research code and claim status.

Using the billing management reports in MedAct, users from the various locations can quickly identify the correct codes for billing or respond to internal questions about appropriate coding to ensure clean claims submission. Billers can find the answers they need more quickly and have a greater confidence in the accuracy of the information. A Piney Woods can actively compare actual versus

expected reimbursement to identify underpayments of payers. The billing audit team can then follow up with the identified underpaying payers. MedAct facilitates the tracking and follow up of referral sources for maintaining sales success. A Piney Woods relies upon referral sources of home health providers, nursing homes and physicians to deliver products and services to patients. The ability to

"MedAct is so easy and makes my work seamless. I have everything I need to be successful with the ever changing rules with DME and hospice care."

Ruth Grumbles
A Piney Woods, TX

"I'm better equipped to increase my staff's productivity with the document management tools MedAct provides...over 73%!"

Wanda Reagan A Piney Woods, TX

identify the best referral sources to continue a good business relationship has helped their bottom line.

Results

With quick access to information and accurate billing codes in MedAct, A Piney Woods reduced the time it takes to determine coding in each claim thereby, allowing billing staff to move quickly to the next task. Clean claims submission and revenue recovery is the direct result of using MedAct.

Good relationships can be preserved in maintaining referral sources which in turn leads to recognizing bigger gains in creating more revenue to grow their business to deliver good patient outcomes.