

*DME Services of Texas, Inc. is a billing and account receivables management service dedicated solely to serving the needs of the DME supplier community on a national level. DME Services of Texas helps their clients with billing and accounts receivable management services, while the client takes care of patients and referral sources for their business.*

## CHALLENGE

Terry Henderson, CEO of DME Services of Texas, realized that unbilled services, inaccuracy or missing information in claims and non-payment of invoices were a significant drain on his client's revenue generation. He knew it was a long-standing problem within the HME/DME community that resulted mainly from breakdowns in the billing process, oversights in accounts receivable practices and lack of optimized reimbursement practices. Some HME/DME service providers lack the knowledge or time needed to dedicate towards the complex tasks associated with billing, remittance, claims adjudication and collections management.

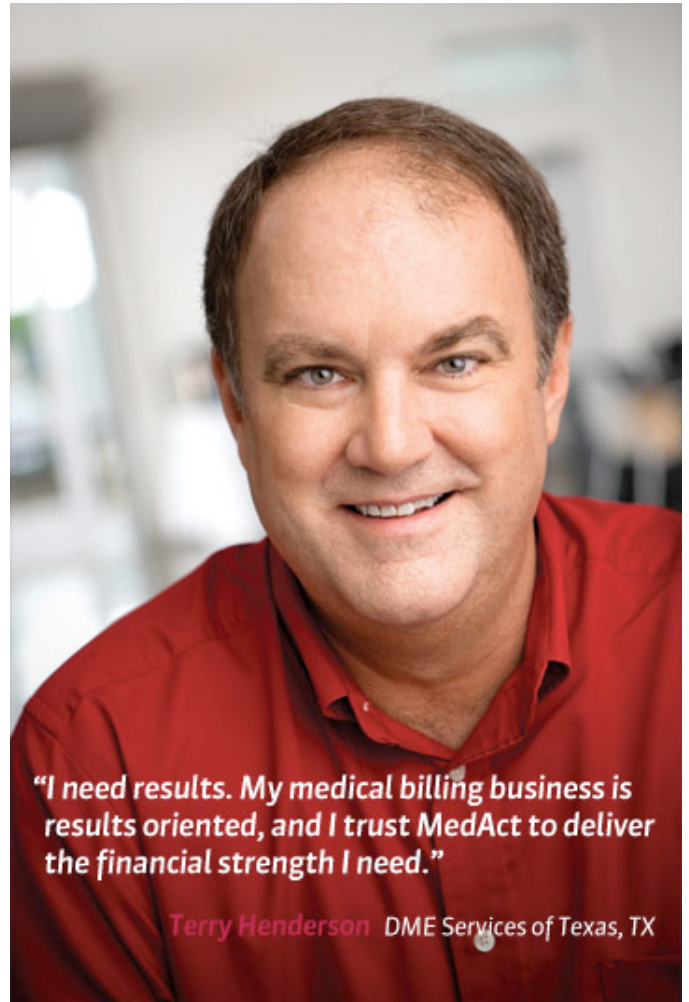
## Solution

Terry decided to take a proactive approach to end billing and reimbursement oversights by using MedAct with the **MedAction dashboard**. MedAct management reporting functions and **MedAction dashboard** give a summary view of his clients aging and claim status to help his billing staff gain insight into missed or incorrect charges before the claim is processed. After processing, Terry and his team are able to automatically track and eliminate denials and underpayments. This automation accelerates the client's cash flow and streamlines the work flow of collections, secondary billing and the appeals process.

## Results

MedAct has enabled DME Services of Texas to achieve complete control over Medicare, Medicaid and commercial insurance accounts receivable. MedAct has over 500 standard management reports providing instant access to charges,

payment information to effortlessly process statements and claim information for multiple insurance plans, billing formats and fee schedules. For DME Services of Texas, the **MedAction dashboard** makes it easy to view A/R



information they way they need to see claim status, aging and lost revenue. MedAct has a unique built in compliance tool that monitors key compliance milestones from payers to automatically post payments once received.

MedAct checks all electronic claims prior to submission for missing or incorrect information. This ensures that DME Services of Texas billing staff efficiently makes use of their billable time to reduce error submissions and to focus on collections. Using MedAct, DME Services of Texas can utilize alerts to track account status and apply their collection strategy with the information they need from the management reports. MedAct has helped DME Services of Texas to be more efficient and increase collections for their clients to build a better business relationship.