

# Officeless Medical Practice Billing Transformed by Emerald Health

A complete billing solution for your business!

## SUMMARY

Beth was in pursuit of a proficient medical billing company that could accurately and efficiently handle both the billing process and information capture. This requirement was precisely met by Emerald Health.

Furthermore, she articulates that the transition from the previous service provider, which was the source of numerous challenges, to Emerald Health was executed with remarkable ease and efficiency.

*We needed a proficient medical billing company that could handle both the billing process and information capture accurately and efficiently. That's when we found Emerald Health. Their commitment to accuracy transformed our billing process, ensuring fair compensation for our work.*

**Beth Salisch**  
Practice Manager

Emerald's clients typically experience less than a 4% denials rate compared to 10-13% industry average.



**<4%**

Claims Denial Rate



**98%**

Claims First-Pass Rate

## AT A GLANCE

Officeless Medical Practice is an innovative healthcare organization that brings medical services to patients in nursing homes and hospitals instead of having them visit a traditional office. Before partnering with Emerald Health, the practice struggled with inaccuracies in their billing process, largely due to a lack of information and inconsistencies from their previous billing company.

## CHALLENGES

The practice faced inaccurate billing, which significantly affected their operational efficiency and revenue cycle management. The discrepancies between submitted and billed services meant the practice was not earning the revenue it rightfully deserved.

## SOLUTIONS

The main objective for Officeless Medical Practice was to achieve accuracy in their billing process. They sought to capture and bill all services accurately, ensuring they were compensated fairly for their work. **Transitioning from their previous system to Emerald Health's billing system was surprisingly easy and seamless.**



Accurate Billing



Successful Claims



Staff Training

## BENEFITS

1

### Enhanced Efficiency

Our advanced billing software streamlines the management of Medicare billing, reducing human error and accelerating the billing process.



EMERALD HEALTH



[www.emeraldhealthllc.com](http://www.emeraldhealthllc.com)



(978) 631-1071



## BENEFITS



2

### Maximized Revenue

Our team reviews each claim to flag any coding errors and works with the front-office and provider team to get these corrected, leading to optimal reimbursement and a reduced rate of claim denials.

3

### Comprehensive Management and Support

Emerald Health manages the entire lifecycle of a claim, provides continuous staff training on billing processes, conducts regular internal audits, and addresses any issues promptly to ensure smooth and efficient operations.

## STRATEGY



The solution involved a seamless transition from the previous system to Emerald Health's advanced billing system. To ensure accuracy, Emerald Health incorporated cutting-edge technology and industry best practices, which facilitated accurate capture and billing of all services. The system was designed to be user-friendly, allowing the practice's staff to quickly adapt and become more knowledgeable about the billing process.

## RESULTS & IMPACT



Emerald Health's intervention led to several benefits beyond just accurate billing. **Patient satisfaction improved significantly as patients no longer had to worry about paying due to billing inaccuracies. Moreover, the staff became more knowledgeable about the billing process, which indirectly improved their ability to focus on patient care.**

In addition to these benefits, the practice also implemented an incentive program for patients, which was an unexpected positive outcome from the partnership with Emerald Health. **This program further increased patient satisfaction and engagement, demonstrating the transformative impact of Emerald Health's services** on Officeless Medical Practice.

## CONCLUSION



Emerald Health's intervention transcended billing solutions, sparking a holistic transformation that boosted patient satisfaction and staff development, and successfully implemented a patient incentive program. This case study underscores Emerald Health's ability to revolutionize healthcare practices. They stand out as the preferred partner for organizations seeking to optimize their medical billing process, thanks to their expertise, commitment to client success, and ability to deliver unexpected benefits in the dynamic healthcare landscape. Learn more about Emerald Health here: <https://emeraldhealthllc.com/>

