

How Louisiana's biggest medical billing consultancy expedites claim submission for COVID-19 care

ACS Medical Business Solutions helps clients close gaps in patient identity records to facilitate claim submissions over \$20 million with the help of Experian Health's Universal Identity Manager solution

ACS Medical Business Solutions is the largest revenue cycle management and billing company in Louisiana, serving teaching medical centers, hospital-employed providers and standalone physician practices.

Client

Serves over 5,000 providers

42 years of experience in revenue cycle management

Challenge

In the early days of the pandemic, many labs in Louisiana conducted COVID-19 tests for nursing home patients to detect the infection. However, the chaos associated with the pandemic led to providers getting incomplete patient information, especially from Medicare patients. Additionally, a lot of patients were wary of providing their personal information when getting tested. A similar situation unfolded when the COVID-19 vaccines became available and further exacerbated the gaps in patient identity information.

The testing and vaccination providers found themselves at a loss when it came to reimbursement from private

and Medicare insurance as acquiring an SSN was key for successful billing. ACS Medical Business Solutions was hired to create bills for these services on behalf of their clients; however, they faced a costly and cumbersome delay that would require them to go to individual physician's practices to look for missing SSNs for patients serviced. Timely submission of these claims was of critical importance as 10 months had already passed, and they were nearing the deadline in a few weeks.

Resolution

Working closely with Experian Health, ACS Medical Business Solutions embarked on a journey to get their clients reimbursed in a timely and cost-efficient manner. ACS Medical Business Solutions leveraged our Universal Identity Manager platform, delivering the Experian Single Best Record (ESBR) to access multiple data sources to verify, match and consolidate disparate records into one "best record." The fact that the data was transferred via a secure file technology that meets HIPAA standards further cemented the opinion that Experian Health did indeed "speak the business language" of the client.

Case study

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Results



Quick response time

With the Universal Identity Manager ESB solution, ACS Medical Business Solutions was able to **securely run more than 75,000 contact records within 24 hours**. This quick turnaround time in processing a high volume of patient records set the momentum going for expediting claim submission.



Improved and expedited claim submissions

With the clean, accurate and complete patient records, ACS Medical Business Solutions was able to submit claims for approximately **65,000 patients amounting to more than \$20 million in reimbursements**.



High matching rate

Of all the patient records processed, **69% were identified as unique records and 12% as duplicate records**. This high patient record matching rate is enabled by Experian Health's robust matching capabilities, using probabilistic and referential matching techniques that leverage Experian reference data as well as patient rosters.

+75,000
patient records processed

+\$20 million
submitted in claim reimbursement

69 percent
assigned unique records

12 percent
identified as duplicate records

+65,000
patient care claims submitted