

Streamlining Medical Billing for a Behavioral Health Center with Emerald Health

A complete billing solution for your business!

SUMMARY

Our collaboration with the Behavioral Health Center highlights the effectiveness of a focused, all-encompassing billing process strategy. As stated by Daniel from LUK, 'Emerald Health is simply wonderful.'

"The creation of ideas is great. It feels more like a team than an outside contractor doing the work," says Daniel. He appreciates the close relationship with Emerald Health's team and has a great relationship with their team based overseas. This relationship allows for easy communication and problem-solving via phone calls and Zoom meetings.

Emerald Health's role has extended to handling inquiries from clients and patients, further reducing the workload for the center. Daniel states, "Emerald Health handles 90% of the work without us doing anything."

Daniel Jordan
LUK- Practice Director

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 Ratio



EMERALD HEALTH



www.emeraldhealthllc.com



(978) 631-1071

AT A GLANCE



LUK is a not-for-profit social service agency located in Central Massachusetts dedicated to improving the lives of youth and their families. They offer a full spectrum of programs addressing mental health, trauma, addiction and substance abuse prevention, homelessness, and more. The center's in-house team initially managed medical billing but struggled with the high volume of claims and complex processes, leading to delays in billing and collections.

Daniel Jordan, a public health administration doctorate holder with a long career in managing medical facilities, hired Emerald Health to manage a significant part of their billing process.

CHALLENGES



Their in-house team couldn't keep up with the demands of the billing process, and the delay in getting bills out was affecting their revenue stream. In medical and behavioral health billing, there's a time slot within which you have to get the claims submitted to the insurance company, usually 90-180 days, or they deny the patient's claim.

SOLUTIONS



The center achieved quicker, more efficient billing processes, successful claims, and a smooth transition from its in-house system using Emerald's medical billing service.



**Efficient & Fast
Billing**



**Successful
Claims
Processing**



**Smooth Transition
from in-house to
Emerald**

BENEFITS



1

Enhanced Efficiency

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

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



Emerald Health quickly learned the ins and outs of LUK's existing system, providing not only optimized billing but also meaningful reports on a regular basis. **We developed a thorough billing statement strategy for the Behavioral Health Center, which included proper invoicing, a targeted claim processing system, and an overhaul of their financial record management.**

The transition to Emerald's system was exceptionally smooth, taking less than a month thanks to the existing relationship between Daniel and Emerald Health from previous collaborations.

RESULTS & IMPACT



The collaboration with Emerald Health has marked a significant turning point in operations, fostering remarkable enhancements in the billing process and overall revenue stream. **Emerald Health significantly reduced LUK's denial rate from 12% to 4.2%. They efficiently appeal or make slight changes to the denied claims for successful processing. Emerald Health has proven itself to be the lifeblood of the billing process for this Behavioral Health Center.** They have increased the speed and efficiency of the billing process, ensuring claims are sent out within the necessary timeframe, thus improving the revenue stream. Their expertise in correctly formatting and helping correct coding errors has also been invaluable in maintaining regulatory compliance and avoiding fraudulent claim issues. **Working with Emerald Health, LUK's staff experienced a quantum leap in their knowledge of billing.** The partnership also led to enhanced patient satisfaction due to accurate invoicing and aggressive efforts to secure proper reimbursement from insurance companies.



65% Decrease in Denial Rate

CONCLUSION



Emerald Health's collaboration with the Behavioral Health Center led to a transformative overhaul of their medical billing process, dramatically reducing the denial rate from 12% to 4.2%. This not only boosted revenue stream but also unexpectedly improved staff skills and patient satisfaction. This case study exemplifies how targeted strategies can revolutionize complex healthcare processes. Learn more about Emerald Health here:

<https://emeraldhealthllc.com/>

