



Positively Optimized Aging Accounts Receivable and Quickly Increased Cash Flow for a National Radiology Group

Expanding on an already successful relationship, Infinx collaborated with one of the largest national radiology groups to streamline their accounts receivables (A/R) totaling over \$80 million.

The Background

As a major player in the radiology sector, this publicly-traded company performs over 8 million outpatient imaging procedures annually. With over 8,600 employees operating in 334 imaging centers, the organization has complex strategic partnerships with health systems, hospitals, insurance payers, and accountable care organizations (ACOs). Each requires finesse and deep knowledge in reimbursement management.

The organization offers innovative, industry-first services focusing on world-class patient care and state-of-the-art ancillary services, including a full suite of radiological services spanning from x-ray diagnostics to interventional radiology. Offering advanced modalities, top-tier technology, and same-day consults with leading sub-specialists in the country, the organization is rated over 91% overall in physician satisfaction.

The Challenge

As technology continues to evolve and support more complex and impactful diagnostic and interventional services, collecting on reimbursement owed becomes more problematic. With the changing reimbursement landscape in the healthcare industry and the growing impact of patient consumerism due to expanding High Deductible Health Plans (HDHP) and Health Savings Accounts (HSA), the organization faced increasing financial risk.

In the past, the organization's regional business offices managed the revenue cycle management (RCM) process from insurance billing through claims denial processing to collections. As the business grew, so did their A/R until it had reached unmanageable proportions.





Enlisting an Experienced Partner

Having already had outstanding results after incorporating patient access functions, including prior authorizations, the organization further enlisted Infix to provide comprehensive RCM functions using their state-of-the-art artificial intelligence (AI) and machine learning (ML) powered **Accounts Receivables Optimization Solution (AROS)**. Weighing shrinking margins and the call for effective revenue cycle management from stakeholders, Infix would bring a tactical solution to full-scale RCM, further improving the organization's bottom line.



The Implementation

By initiating a scalable and reliable platform that uses AI-driven automation supported by certified technicians, Infix's AROS was implemented within the organization's RCM workflow.

Using a proprietary prioritization determination engine, ML algorithms evaluated each outstanding claim's recovery propensity and forecasted the next best actions for follow-up and potential denials resolution. Corrections or updates were made, and the claims were then submitted (or resubmitted) through EDI integrations to the appropriate payer portal or clearinghouse for payment.

Infix's AROS system worked in tandem with certified technicians who handled the complex or problematic claims and follow up while managing them through an electronically generated auto-creation process for appeals letters and faxing.

As part of the smart A/R-specific workflow that seamlessly combines human and robotic processes, AROS provided ongoing root-cause analyses, which helped to identify operational areas where improvements were made to eliminate future problems and backlogs in patient access or the coding/billing functions. This root cause analysis learns continually and identifies issues that were then targeted for improvements such as CPT mismatch, incorrect DOS, missing or incorrect insurance information or benefits.

The Results

During the initial year, the results were tabulated and evaluated. Our client successfully achieved the following using our proprietary AI/ML powered A/R prioritization engine:



28% increase in collections from denials and aged A/R



90% of denials were addressed in less than five days, bringing in faster cash flows



90+ days aging AR reduction by 20% in just 2 months



Reduced 120-day aging A/R by 60%

With success demonstrating from our proprietary software solution, our client continued their engagement with us having us handle their A/R process from beginning to end. Coupled with our Prior Authorization Software solution, the Clinical Decision Support Mechanism (CDSM) component, and Insurance Discovery Solution for uncollectible amounts due, our client has seen a significant return to their bottom line.

The importance of collecting the maximum reimbursement allowed has never been more important as revenue is under even more pressure than ever before. Through intelligent automation supported by human expertise, Infix brings smart prioritization and predicted recovery into the RCM toolbox to streamline A/R management and increase revenue for healthcare organizations.

Contact Infix to [learn more](#) about their state-of-the-art solutions for A/R management to help collect maximum reimbursement from your aging A/R.