

### Company Snapshot

*Northern Health – Ambulatory Center specialized in Infusion Therapy*

- Headquartered in Arecibo, P.R. since 2007
- SecureAR customers since 2017
- Specialized Pharmacy – Infusion Therapy
- Over 700 customers



### Challenges

A/R backlog of over 4,611 claims with previous biller.

Lack of support and communication with local payors.

Denials issues related to coding and documentation errors.



### Results

High first pass rate and improved collections.

Timely feedback and reporting about billing which improved our decision-making & communication with payors.

Automating billing and a rigorous denial management process reduced write offs.

Claim scrubbing and fixing issues before submitting the claim reduced denials.

With the implementation of the SecureAR, Northern Infusion has increased their revenue. The thorough billing, coding, and follow up processes put in place significantly reduced rework. Inmediata translates a combination of best in class technology, a thorough understanding of the revenue cycle, and their relationships with the payor to improve collections.

### ONE OF THE CHALLENGES OF NORTHERN INFUSION WAS THEIR RELATIONSHIP WITH SPECIFIC PAYORS.

*“In addition to improving the efficiency of our coding & billing processes, Inmediata has provided us a voice with the insurance companies. Inmediata makes it their mission to provide transparency & good communication with the payor which has resulted in us getting paid for the work we do. Their knowledge about payor billing, payment, & denial management processes has greatly benefited our clinic.”*

### ANOTHER CHALLENGE WAS BEING ABLE TO KEEP UP WITH THEIR AGING REPORT.

*“When the Inmediata team started working with us we had over 4,611 claims in our aging report, many of these claims we’re passed the timely filing deadline. We gave up and decided to stop appealing and transitioned the claims to bad debt. Inmediata reviewed our backlog and encouraged us to reconsider and to not give up! They started working unpaid and old claims and within days we are started receiving checks from the payor...we couldn’t believe it.”*



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### CODING TO THE HIGHEST LEVEL OF EFFICIENCY!

*“The Inmediata coders review all available documentation to code to the highest level of specificity which provides us confidence that we will meet clinical documentation compliance standards and their feedback has improved our billing knowledge and increased our revenue. They never miss a beat! We’re confident we’re in good hands and let Inmediata focus on getting us paid so we can focus on taking care of the patient!”*

### THE SOLUTION! INMEDIATA’S SECUREAR SERVICES.

*“We highly recommend the SecureAR service because of the amazing service and attention we receive. We can count on Inmediata and their support team to do what’s best for our organization 100% of the time. Their level of commitment to helping us achieve our financial goals is extraordinary. We know they care, which is a big reason we’ve been successful, and this means the world to us..”*

*“The Inmediata team continuously educates us on how to improve our billing processes, the best practices for submitting clean claims, and keeping us up to date with each payors specific rules. They have completely changed our mindset on what a clean claim looks like! They leave no stone unturned and are continuously verifying that the claim is coded according to the documentation for every claim.”*

**Leave it to the experts!** Many of Inmediata’s best-run medical practices have partnered with us to provide SecureAR. Our service insures compliance with coding requirements and reduces your cost to bill the payor.

**Want to learn more? Visit our website or call us to request a presentation of SecureAR and how we can help your practice today.**