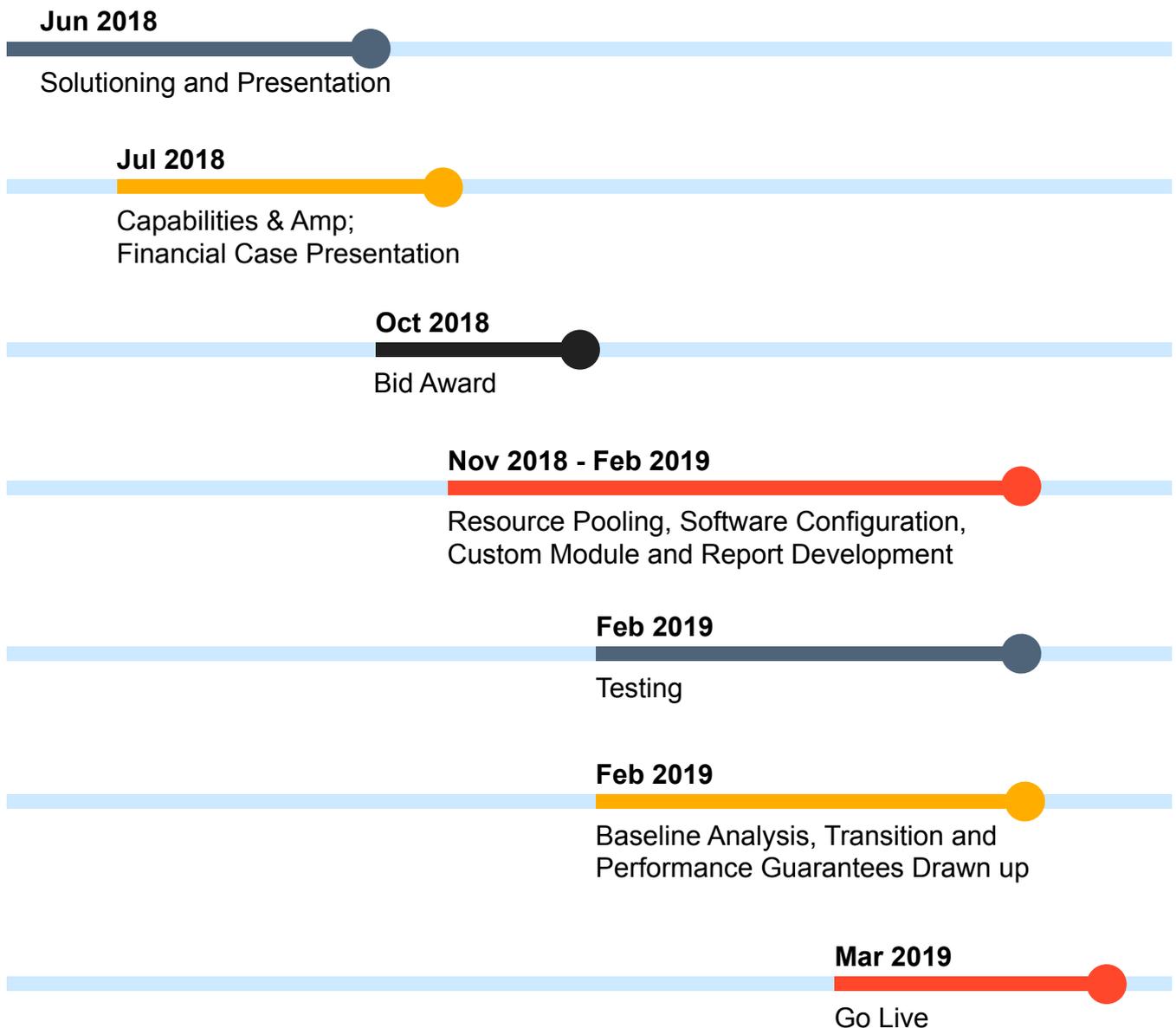




A upside story in facts and figures.

Our client won a bid for billing and technology services from a 350-doctor multi-specialty group in the Midwest. Here's how Quintessence helped it's customer make an impact, with hard facts and numbers.

EVENT TIMELINE



Problem-definition

Our client, a large RCM and Tech company, with a nationwide customer base across multiple specialties, brought in Quintessence as its RCM outsourcing partner.

When they were reading a bid for a large opportunity, we stepped in to work with the client in the background. We helped fill out the bid documents, pre-sales capability presentations, case studies, financial case and value proposition.

Solution Partnership

Quintessence and our client set about as a team, recreating the workflows, documentation, billing edits from the last 3 years financial data and payer contracts.

To cushion the impact of the switch, we agreed to set up transition guarantees for the first 6 months; and performance guarantees over the next 24 months.

Presented below is the actual data, 6 months after transition:

	FY 2017	FY 2018	FY 2019
	Mar to Aug	Mar to Aug	Mar to Aug
Charges	\$ 109,547,400	\$ 126,527, 247	\$ 130,196,537
Charges adj for Fee Sch revision	\$ 109,547,400	\$ 120,502,140	\$ 118,092,097
Collections - Insurance	\$ 26,181,829	\$ 26,400,922	\$ 28,329,349
Collections - Patient	\$ 3,141,819	\$ 4,224,148	\$ 4,249,402
AR > 90 Days	\$ 29,323,648	\$ 39,865,393	\$ 34,278,513
Total Receipts	\$ 29,323,648	\$ 30,625,070	\$ 32,578,752
GCP %	\$ 26.768%	\$ 25.415%	\$ 27.588%
First Pass %	\$ 91.80%	\$ 91.57%	\$ 92.81%
Reimbursement per procedure	\$ 109.09	\$ 108.65	\$ 110.23

Results

Not only was the transition guarantees met, the partners shone with a far better performance. And we are set to meet the financial targets of FY 2020. Quintessence has also taken up physician documentation improvement assignments in a bid to further strengthen compliance and look for possible opportunities to optimize reimbursement.