



Case Study:

Panacea helps 300 bed treatment center uncover over \$900K of underpayments



### **The Client**

Healthcare Attorney, Audrey Smith recommended that one of her clients, retain our services to help develop improved revenue cycle management solutions. The client is a private, substance abuse & mental health treatment organization with treatment centers located in Arizona, Texas, Florida and California. The organization currently has over 300 beds and \$3.5 million in monthly revenue.



### **The Challenge**

The treatment center partnered with Panacea Healthcare Services to ensure they were capturing all reimbursement. Though there was an internal billing team in place, they still felt that private insurance carriers, in particular, Aetna were severely underpaying the claims. They suspected there was an opportunity to optimize reimbursement.



### **The Solution**

Using a comprehensive claims management approach along with forensic billing strategies, Panacea Healthcare confirmed underpayments coming from various insurance carriers. The denial management team reviewed all claims previously paid or denied over the past 90-120 days. The expert team identified previously undetected underpayments due to clinical documentation coding conflicts and improper payments, then worked with payers to reclaim those funds. Within 30 days of contract signature and implementation, Panacea was able to uncover more than \$900K in additional reimbursements for the provider. Approximately 32% of the underpayments were denials. Despite the prior reviews by the provider's internal teams and by another third party billing & collection firms, Panacea Healthcare Services were able to recover additional payments. The opportunity to work with the provider expanded and Panacea began to also manage new denials and eventually took over the entire revenue cycle management operation. The expert team at Panacea were able to leverage payer relationships and a deep knowledge of denial management to achieve successful results.



## The Final Outcome

The behavioral healthcare client was amazed when the Panacea team delivered more than \$900K in lost revenue within at little over 30 days. After this initial success of recovering lost revenue, the client expanded the relationship to include billing and collections for the entire organization. Since developing a partnership, Panacea has consistently delivered positive revenue growth and continues to capture underpayments that would have otherwise been lost.

The revenue improvements were enhanced by the exponential value of process improvements identified by Panacea. As a true partner, Panacea communicated with the client to present solutions to revenue cycle challenges. The team provided detailed reporting and root cause analysis that identified process defects. This intelligent analytical insight drove process improvements for prevention and also reduced aged accounts receivable, bad debt, and denial write-offs.

By working with Panacea Healthcare Services, this treatment center was able to increase their revenue and expand their services to assist more in need of substance abuse recovery.

## Crunching Numbers

Source: Panacea

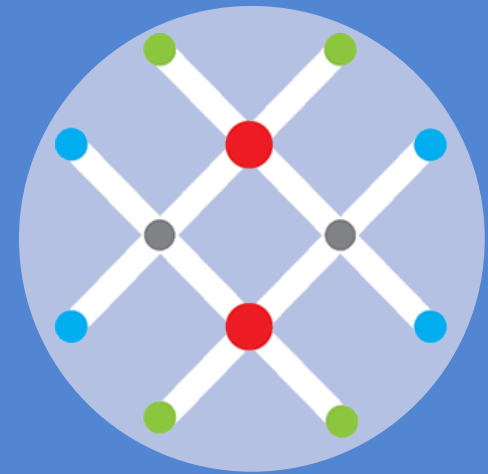
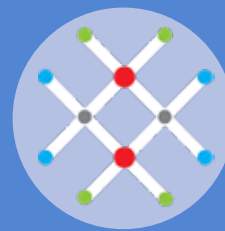
The generated  
**\$918,046.70** of underpay-  
ments during the life of their  
account at  
Panacea Healthcare Services.



## Get To Know Healthcare Attorney, Audrey Smith

With over 16 years of combined experience in executive leadership and law, Ms. Audrey Smith provides healthcare organizations with the management expertise and legal savvy needed to achieve organizational objectives. Her approach to leadership includes the use of data, finance, and legal analysis to determine the most prudent course for mitigating risks and improving profitability. She believes that great organizations start with intelligent leadership, which she has been committed to delivering over her career. Attorney Smith received her juris doctorate (JD) from the Thurgood Marshall School of Law at Texas Southern University.





Find out how  
Panacea Healthcare Services  
can assist your healthcare organization  
today!

Contact Us!

866-731-6777 / [info@panaceahcs.com](mailto:info@panaceahcs.com)

