



**"You Care for Patient's Health,
We Care for Your Collection"**

OUR SERVICES



Appointment Scheduling

We will call and find convenient appointment slots for your patients. Patients will be advised to bring current insurance along with any other documents including prior medical records (if any), current active insurance card etc.



Eligibility Verification and Prior-Authorization

We run the insurance eligibility of all scheduled patients 48 hours in advance to make sure patient's insurance is active and has benefits for services he/she is coming for. We will inform the office staff if any prior authorization or referral needed in advance.



Medical Coding

Our highly skilled CPC team creates superbills based on clinical notes created by providers to enable post charges of those in forms of CPT/HCPCS and ICD-10 codes without error to ensure more accurate billing and avoid denials.



Charge Entry

The superbill created by the coding team will be processed to enter charges along with proper modifier and other billing information to ensure claims are error free.



Quality Check

With our robust internal process we reconcile all charges and ensure clean claims are submitted.



Claims submission

Once the charges are entered and QC, the claims are then filed electronically. The claims which cannot be submitted electronically will be processed on paper. The claim submitted electronically using clearinghouse will be reviewed each report on batch basis to ensure no error on claims and work on any initial error or denied or rejected claims at the same level.



Payment Posting

When our experienced team of professionals receives scanned EOBs (Explanation of Benefits) and checks, these EOBs are entered into the system. The payment received as an ERA (Electronic Remittance Advice) will be posted. As part of denial management, we will keep a track of all denied/rejected claims. We reconcile end of the day to ensure all payments entered.



Denial Management

Our claims specialist team will work on denied claims on top most priority along with our denial specialist to find and fix the issues. The rigorous follow-up on denied claims will ensure quicker process for payment.



Account Receivables

Once the claims are submitted to the payers for processing, our A/R specialist team resolutely pursues all unpaid claims to reduce the A/R days. Sometimes, the claims are underpaid by the insurance payer, and in this case, we ensure that the underpaid claims are processed and paid correctly. The denied claims will be appealed with proper documents by our AR team.



Patient Statements processing

We follow up with patients for any outstanding balance after the insurance claim is processed patient statements are generated and filed on a weekly or monthly basis, as per your business requirement. Patient follow-up is done through phone calls.



Credit Balance, Insurance and Patient

As part of our medical billing outsourcing services, we can perform credit balance processing of the payer or patient, after verifying that it is a case of overpayment. This ensures accurate and timely refunds to the appropriate entity.



Reports and Analytic

We provide customized reports on weekly and monthly basis for Key Performance Indicators(KPI), offering a detailed analysis of your practice's financial health. Our IT and analytics team can provide you trends, insights and recommendations with visual graphics. we can schedule a conference call with the providers and/or office staff to discuss the key metrics on as needed basis.



Provider Enrollment and Credentialing

We complete all applications and necessary paperwork on your behalf with the chosen payer networks and government entities. We follow all payer contracts through to contract load date and provide copies of fully executed contract and fee schedules to your practice or billing company.

SPECIALITIES



Anesthesiology



Radiology



Internal
Medicine



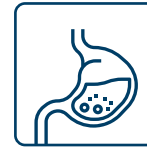
Family
Medicine



Emergency
Medicine



Urgent care



Gastroenterology



Orthopedic



Nephrology



Oncology



Neurology



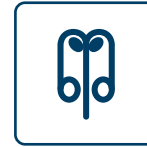
Pathology



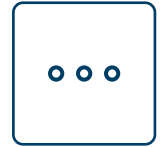
Pediatrics



Surgery



Urology



More

CERTIFICATE

AAPC Certified Executives

CPC-Certified Professional Coders

CPB-Certified Professional Billers

SOFTWARE



Eligibility Verification
and Prior-Authorization

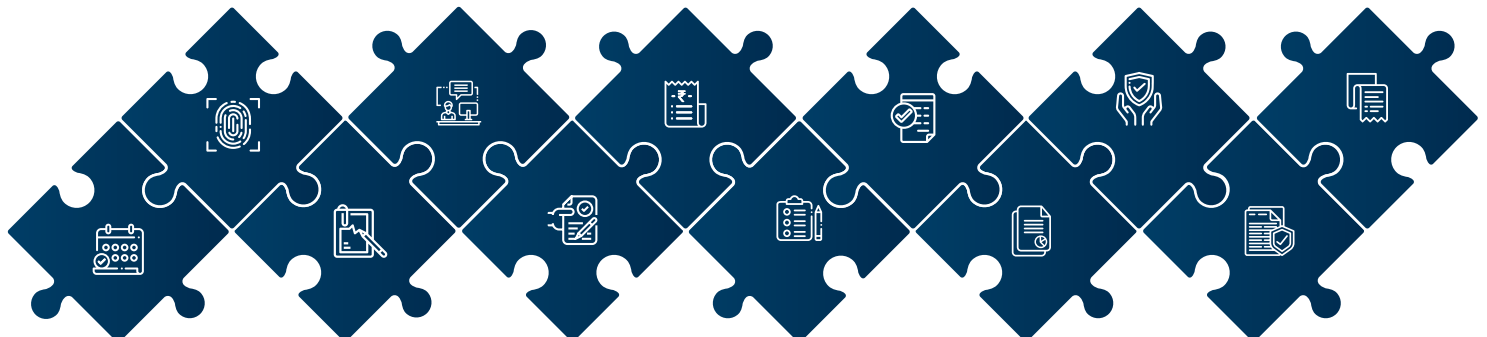
Charge Entry &
Demographic Entry

Payment
Posting

Account
Receivables

Credit Balance,
Insurance and Patient

Patient
Statements
processing



Appointment
Scheduling

Medical Coding

Claims
submission

Denial
Management

Reports and
Analytic

Provider Enrollment
and Credentialing

ABOUT US

IntelliRCM, a brand of MITPL provides Revenue Cycle Management Services to the healthcare Industry Globally. The company founded in the year 2000 and is an ISO 27001-2013 certified company. The infrastructure and processes of the company is HIPAA compliant. We have 400+ highly qualified and trained team to meet all client needs and proud to be reliable partners to more than 30 clients globally. Our passion to help each of these clients succeed is based on undertaking their secondary work and helping them concentrate on their core competencies in a cost-effective manner. We are dedicated to provide on time, high quality services using latest technologies and processes to enhance customer delight.

WHY IntelliRCM

Data Security

We have an organization-wide 'Information Security Management System (ISMS)' to create a secure and coherent information ecosystem. Confidentiality, Integrity and Availability of data are the three primary tenets of our ISMS, which means that data & information is made available to only that person who needs to see it (confidentiality), is available when needed (Availability) and in the form required without any risk data corruption (Data Integrity).

- Restriction of removable media, printers, mobile phones in the production area.
- Server and PC activities are logged and have alerts for suspicious activity.
- FTP servers are placed in the USA for the highest security and faster data transfer
- Access client's server through VPN for data protection
- Virtual LAN for added client-wise security

Quality

Continuous improvement & beating our own benchmarks is a way of life. We measure our performance using productivity and quality metrics and continuously run Six Sigma and Lean methodology-based projects to improve on these parameters. Hence, our clients get more in terms of improved productivity and reduced defects for the same cost. Our process improvement initiatives also result in process optimization for our client's internal processes. Customized in-house developed applications for quick and reliable quality check.

Infrastructure

- 20,000 Sq. feet of sprawling, state of the art infrastructure with 500+ spacious workstations
- Disaster recovery infrastructure at a different location
- Hi-speed internet access from 3 operators for 100% uptime
- Redundant & hot-swappable Firewall, Servers, Routers for uninterrupted service
- Industries best firewall system, no incidence of viruses attacks so far
- HD surveillance cameras in all the areas, 30 days storage and 24 hrs. monitoring
- Adequate power backup and power conditioning for the production
- Biometric authentication for each entry & exits, restricted access to visitors

Client Advantage

- Flexible and very competitive price structure
- Pilot project & often free services to check our capabilities before the order is finalized
- We sign NDA & ascertain the integrity of the information
- Access to the client for the physical inspection or virtual inspection
- 24 x 7*365 operation with shift supervisors
- Ability to quickly scaleup the manpower & infrastructure for urgent projects
- Customer Satisfaction Survey is done for each client and feedbacks are implemented

Best Practices

- Internal portal for project monitoring, shift handover, the group working
- Experienced team leaders and project managers for each process
- Excellent facility for training, online resources, library and external expert coaching
- The stringent selection process, psychometric test & 3 stage interviews to hire the best talent
- Very less attrition of performing employees due to growth opportunities, high engagement, healthcare and insurance benefits
- Employees physical address verification, criminal record check and NDA agreement

Office Locations:

IntelliRCM (USA Offices)

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Houston, TX 77478

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IntelliRCM (INDIA Office)

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