



# CASE STUDY

## How Oncentric's Automated Billing Solution Transformed a Community Oncology Practice's Billing Operations



### Introduction

Community cancer centers play a vital role in the healthcare ecosystem, offering essential treatments close to patients' homes and their support networks. However, the operational efficiency of these clinics is crucial to their survival. Efficient billing practices are necessary to ensure that these centers can manage the high costs associated with delivering cancer care and maintain financial stability. North Houston Cancer Clinic (NHCC), a leading oncology center specializing in treating cancer and blood disorders, adopted Oncentric's assisted billing solutions (ABS) to improve administrative efficiency and financial performance. This case study explores the transformative impact of this solution on NHCC's operations, emphasizing key metrics and outcomes that demonstrate significant improvements in efficiency, workflow, and financial performance.

### The Practice: North Houston Cancer Clinic

North Houston Cancer Clinic is a cornerstone in the Houston community for advanced cancer treatment, offering a comprehensive range of services for both solid tumors and blood disorders. The clinic is known for its patient-centered approach, state-of-the-art technology, and a team of highly skilled oncologists and support staff. However, like many specialized medical practices, NHCC sought improvements in billing efficiency, denial management, and overall financial performance.

### The Service: Oncentric's Assisted Billing Solutions

Oncentric's mission is to empower oncology practices of all sizes by providing a comprehensive care platform that combines advanced technology with dedicated services. Historically accustomed to manually managing billing workflows, NHCC implemented automated solutions, such as charge creation and denials management, that resulted in significant administrative efficiencies and increased revenue.

# Objectives of Oncentric's Assisted Billing Solutions

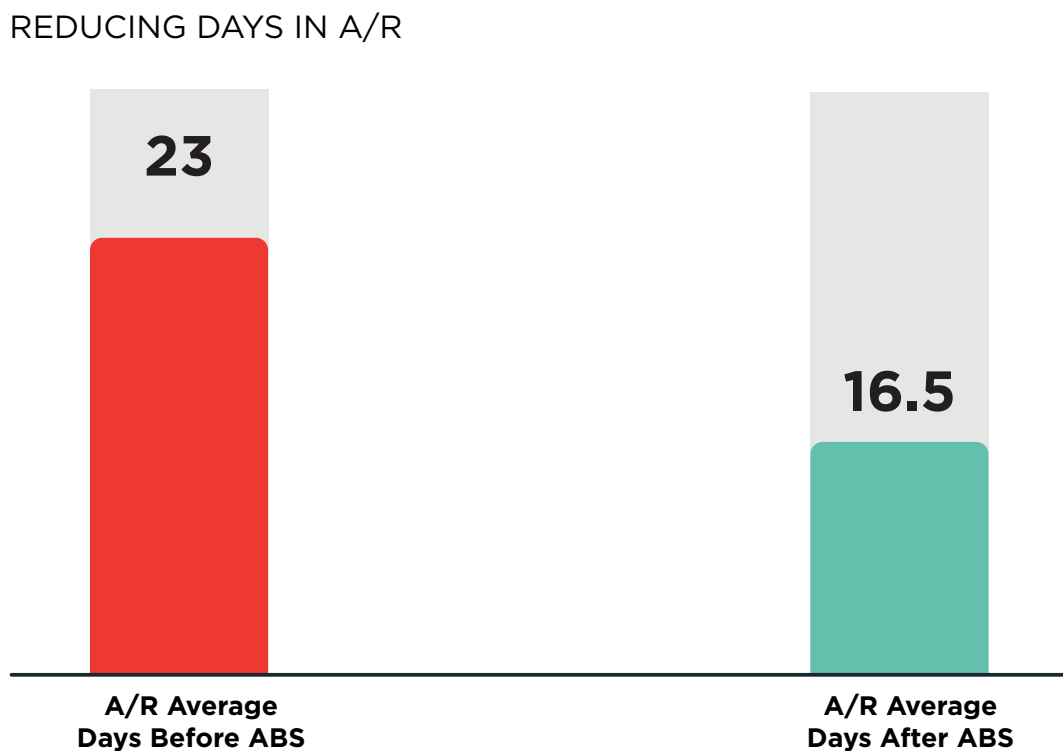
The implementation of Oncentric's assisted billing solutions at NHCC focused on several key objectives:

- ▶ Enhancing administrative efficiency
- ▶ Increasing charge and payment throughput
- ▶ Reducing average workload for submission and posting
- ▶ Minimizing days in accounts receivable (A/R)
- ▶ Achieving financial success through higher net collections and daily revenue
- ▶ Improving denial prevention and handling
- ▶ Optimizing overall revenue cycle management (RCM) processes

## Implementation and Outcomes

### Reduced average days in A/R

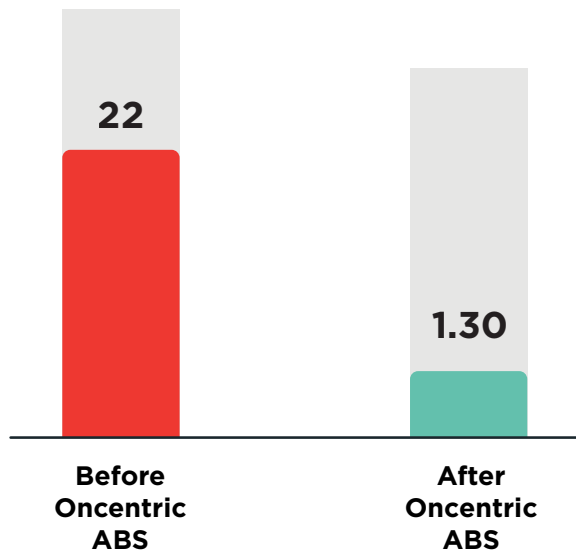
The average days of payments in A/R decreased from 23 to 16.5, improving cash flow and financial stability.



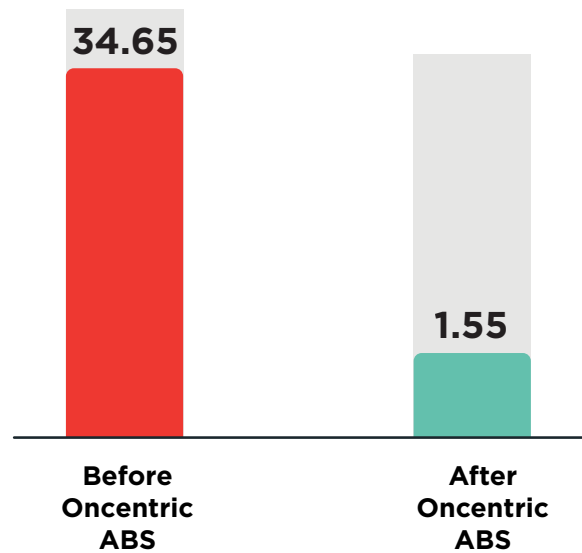
## Average Workload Reduction

The automated billing solution reduced the average workload for submissions and postings:

### CHARGES SUBMITTED



### PAYMENTS POSTED



## Time Saved and Overall RCM Cycle Analysis

The automation of various billing functions saved considerable time daily:

- Charge Creation, Scrubbing, and Submission: **Saved 66 minutes per day.**
- Overall RCM Workload Reduction: **Saved 131 minutes per day, enhancing operational efficiency.**

Billing Functions	Avg. No of Claims Per Day	Before Automated Billing		After Automated Billing		Effort Saved in Minutes
		Minutes per Claim	Total Minutes per Day	Minutes per Claim	Total Minutes per Day	
Charges Creation & Merging	22	1	22	0	0	22
Scrubbing & Submissions	22	2	44	0	0	44
Appeals Filing	2	10	20	3	6	14
Denials Fixing	1	7	7	0	0	7
ERA Payment Posting	34	1	34	0.15	5.1	28.9
Secondary/Tertiary Eligibility Verification & Submission	1	5	5	1	1	4
Auto Follow-Ups	1.5	8	12	1	1.5	10.8
<b>Total</b>	<b>61.5</b>	<b>34</b>	<b>144</b>	<b>5.25</b>	<b>13.6</b>	<b>130.7</b>



## Enhancing Efficiency of Practice Workflow

One of the overall goals was to minimize the time, energy, and operational costs associated with billing processes. Automated billing assisted with critical functions, significantly reducing manual workload:

Before implementing Oncentric's ABS, NHCC staff manually managed charge creation, validation, submission, and ERA posting. Post-implementation, the throughput efficiency improved remarkably:

- ▶ **Charge Generation:** Automation led to a 96% reduction in the manual entry, adjustment and creation of charges.
- ▶ **Charges Generated:** 665
- ▶ **ERAs Received:** 693
- ▶ **Charges Auto Submitted:** 640 (96% success rate)
- ▶ **Auto Posted:** 662 (96% success rate)

**Secondary Billing Throughput:** Automation also optimized secondary claims processing:

- ▶ **Secondary Charges Processed:** 20
- ▶ **Secondary Charges Auto Submitted:** 19 (95% success rate)

## Denials Management and Financial Success:

Denials management posed a significant challenge for NHCC. The assisted billing solution introduced several automated processes and rules that provided significant relief.

- ▶ **Automated Denial Handling:** Created rules to re-bill claims, provided coding alerts, and ensured eligibility checks.
- ▶ **Training for Billing Staff:** Improved handling efficiency through continuous training.
- ▶ **Net Collections Increase:** 16.3% increase
- ▶ **Total Daily Revenue:** 16.1% increase

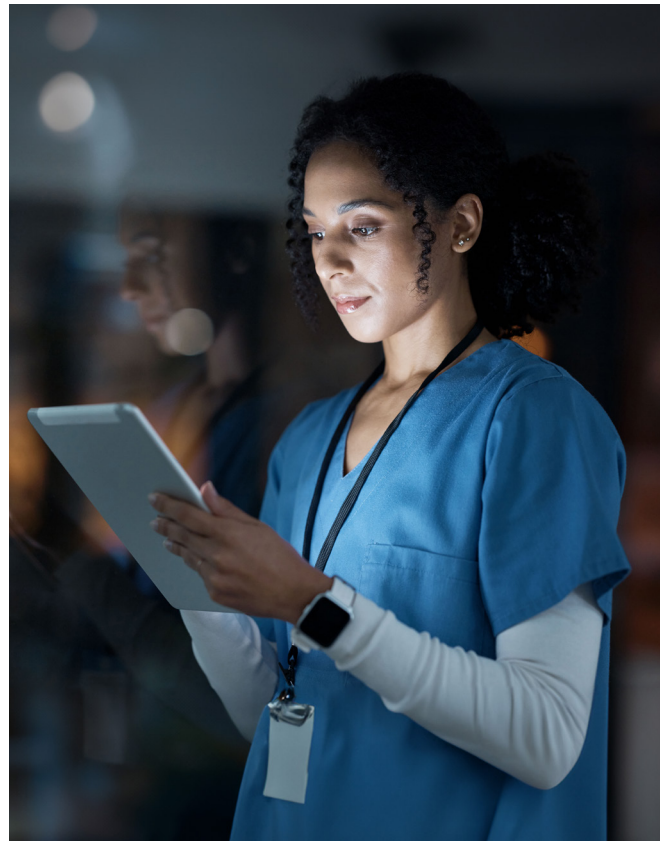
**For a community oncology practice, seeing a 16.1% increase in net revenue is more than just a statistic: it's a lifeline. This financial stability allows the practice to reinvest in patient care, expand services, and continue its mission of providing essential oncology care to the community.**

## Conclusion

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The adoption of Oncentric's assisted billing solution has significantly benefitted North Houston Cancer Clinic's operations, leading to substantial improvements in administrative efficiency, financial performance, and overall RCM processes.

This success story underscores the value of leveraging technology solutions to automate repetitive, cumbersome tasks, ultimately freeing up staff time to focus on the work that matters most to the practice. With Oncentric's support, NHCC is further empowered to provide exceptional care while maintaining robust financial health.



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