



**Advanced Hospice
Management**

CASE STUDY

In May 2016, Advanced Hospice Management began working with a hospice provider in the western United States. This client had been connected to their previous biller through their electronic health record (EHR) service and their collection rates and compliance suffered tremendously during that time. Their previous biller failed to comply with updated billing regulations and consistently left money on the table.

In seven months, Advanced Hospice collected every penny.

I trust their team because I know they do things in the correct manner.

Advanced Hospice Management allows me to focus on my work because their team gets the job done well and quickly.

CHALLENGES

- » Previous billing company failed to react to Medicare regulatory changes and the hospice lost tens of thousands of dollars.
- » Outstanding collections were continually rising.
- » Billing service wasn't as knowledgeable or responsive as needed.

AHM SOLUTIONS

- » Added new team members to adequately handle workload.
- » Assigned a Medicaid expert to the account to proactively work on files and collections to avoid lost money.

“When AHM took over it was a complete 180. A breath of fresh air. Everything they said was proven with our collections.” -Hospice CEO

RESULTS

- » Advanced Hospice Management oversaw the seamless implementation of a massive software upgrade.
- » Bill discrepancies are now communicated immediately so issues may be corrected and bills resubmitted in a timely manner.
- » *During a massive billing system change in the agency's state, there was significant downtime where no bills could be submitted. The Advanced Hospice Management biller tracked every single bill on a spreadsheet and monitored it daily until each one was paid. In total, over \$1 million was collected due to this diligence.*

After hiring our team, we drastically improved all aspects of the billing process. In addition to ensuring the client was fully compliant, we added additional team members to actively manage cases and maximize collections. Through our efficient, proven services, Advanced Hospice Management completely restructured the hospice's billing system.

“They are always willing to help, and they know what they need to know. They are eager to do their work and do it well. They are looking to be a part of our team. It's as if Advanced Hospice Management works in our company. I don't feel like I'm outsourced somewhere far far away.”

Advanced Hospice Management is a specialized billing service working solely with hospice providers across the country to maximize collections. Our team of highly-trained expert billers understands the complex nature of hospice billing and strictly adheres to required collection standards. We are fully devoted to providing unmatched billing solutions so that our clients can focus on patient care.