



Case Study: Biologic Infusion Pharmacy

Driving revenue and growth with outsourced billing services

Overview

Profile

Biologic Infusion Pharmacy is a home infusion therapy provider offering same day service to patients in California. The pharmacy has used WellSky Revenue Cycle Services since May of 2017.

Challenges:

- IV billing complexity
- Past timely filing
- Denial and appeal management
- Understaffing

Solution

Full outsourcing with WellSky Revenue Cycle Services

Biologic Infusion Pharmacy improves cash-to-net revenue by 50% and streamlines complex home infusion billing with WellSky Revenue Cycle Services.

With the complexities of home infusion reimbursement, in addition to California's unique billing requirements, Kenny French, President of Biologic Infusion Pharmacy realized the need for outside billing assistance. As a current WellSky software client, French explored the possibility of partnering with WellSky Revenue Cycle Services, a team with expertise in both software and reimbursement. After reviewing an initial audit by the WellSky team, French saw first-hand that there were several areas for improvement with his in-house billing team and that full outsourcing was the best option for him.

Shortly after transitioning to full-outsourcing, French realized that he had found a true partnership with a team that is committed to understanding the unique requirements of his state and collecting on his services for every dollar he is owed.

Reimbursement expertise that you can trust

From the start, French was impressed with the knowledge of the WellSky billing team in answering all of his questions concerning home infusion reimbursement. "Being new to home infusion, I quickly realized how complex the billing is and that I needed help in managing our reimbursement and ensuring that claims did not fall through the cracks. The WellSky team not only bills and collects on my services correctly, but also takes the time to educate me on industry best practices so that I can grow personally as well. It really is a true partnership," says French.

Biologic Infusion Pharmacy and WellSky

Improving cash flow



Reduced days sales outstanding (DSO) by 193 days

Results that matter



Improved cash-to-net revenue by 50%

Impacting the bottom line



Reduced bad debt to 2.75%

WellSky Revenue Cycle Services

Case Study



In addition, the WellSky team put their expert Medicare home IV knowledge to good use immediately by tackling a TPN patient that was on service for years with no compensation for any of the services. The WellSky team reviewed the case with the clinical staff at Biologic; gathered the medical records to substantiate coverage; and reviewed all the past denials that had been received to determine the steps necessary to appeal. While they were only able to go back one year (due to the timely filing/appeal limit), they submitted successful appeals that resulted in thousands of dollars in compensation for this patient. They also worked with the Biologic team to establish a streamlined process for all covered Medicare patients to ensure that all future Medicare claims are adjudicated timely and at the expected rates.

Cost savings for outsourcing

As the business has grown and claim volumes have increased significantly, French is already seeing the cost savings of using full outsourcing as opposed to a complete in-house billing team. While French and another in-house biller focus on Part D, it made the most sense for WellSky to focus on the rest of the billing for Medi-Cal patients, Medicaid, and HMO plans that require intensive follow up. "I would easily need a team of 6 or more people to manage all of our reimbursement in-house, and finding experienced billers in home infusion is near impossible. It was the obvious choice for us and the numbers prove themselves," says French.

Proven results that drive business growth

Since switching to WellSky, Biologic Infusion Pharmacy has seen a significant impact to their financials which has improved their cash flow and overall operating efficiency. **To date, the pharmacy has experienced a 50% growth in cash-to-net revenue, reduced days sales outstanding (DSO) by 193 days, and lowered bad debt by 49%.**

"Since most of our business is not involving contracted payers and instead relies on Medi-Cal and Medicaid programs, there are more denials, underpayments, appeals, and follow-up required. I am very impressed with the aggressive follow-up processes that the WellSky team follows to make sure everything gets done on time," says French.

With WellSky Revenue Cycle Services, claims don't fall through the cracks and billing is done correctly the first time, it's truly a 10/10 experience."

Kenny French

President, Biologic Infusion Pharmacy

With WellSky, Biologic Infusion Pharmacy can now respond to denials quickly, file appeals and manage claims within timely filing guidelines, and identify areas of underpayment and resolve without delay. "With their monthly reporting and reimbursement review, I know where my business stands at all times and have complete transparency, which is really important to me," says French.



WellSky Revenue Cycle Services (formerly Mediware Reimbursement Services), is your complete solution for all of your reimbursement needs. With over 20 years of experience in home infusion billing and collections, our team provides results that speak for themselves. Learn more at [WellSky.com/rcs](https://www.wellsky.com/rcs).



Get started today! Learn how a WellSky audit can identify areas for improvement with A/R, bad debt, and DSO.

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