

Home Healthcare Case Study: The Journey of Finding the Right Partner with Access to World-Class Talent



Healthcare



Location: USA

Company Background and Goals

Nurse-owned and operated healthcare facility that aims to provide optimum healthcare in Maryland, Virginia, Washington DC and surrounding communities. They offer 3 different types of services catering to patient's unique healthcare demands:

Home health - Home visits for patients who were recently discharged from inpatient facility that needs medical treatment or rehab at home

Personal care - for patients who need assistance to their activity of daily living because of medical conditions

Hospice care - Home or facility visit for patients who are terminally ill and in need of palliative care and even emotional and spiritual support

They are dedicated to improve quality of life through their skilled nursing services resulting in exceptional home health care, hospice, personal care and elder care.

Company Challenges

Because they strive to provide the best home healthcare service, they experienced the following challenges that limit them not only to grow but also in achieving their business goals:

- Scarcity of certified ICD-9/ICD-10 medical coders in the US
- Expensive cost for on-shore talents
- Claims were not processed within 45 days which resulted high denial rate
- Missed appointments due to ineffective scheduling management
- Unable to manage patient's inquiries and concerns due to lack of people, process and knowledge-based



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Infini-O Solutions and Team

Initially this company was reluctant to partner with Infini-O because way back 2008, providing outsourcing services for a healthcare company was only a proof of concept. Yet, Infini-O offered the following solution services to effectively address their pain points:

- Access to certified and licensed healthcare specialist screened through Infini-O's A+ recruitment hiring process
- Built a dedicated RCM team within 30 days:

Medical Coder

- Maintains up to date knowledge of ICD-10 coding protocols.
- Maintains up to date knowledge of Medicare Home Health Payment System
- Reviews patient specific information and assessments, determine most appropriate diagnosis codes

Medical Biller

- Bill claims to Medicare in a timely manner
- Monitors aging claims on a monthly basis
- Resolves Return to Payer (RTP) and Rejected claims
- Audits and reviews claims

Accounts Payable Specialist

- Reviews invoices for accuracy and validity, including payment approval
- Obtains necessary payment approvals
- Initiates accurate coding and data entry of all vendor invoices into the appropriate general ledger account

Admissions Coordinator

- Accurate Entry of patients information into the system
- Process Face to face documentation for Medicare and Scheduling visits

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Orders Assistant

- Send PIO (Physician Interim Orders) and POT (Plan of Treatment) on a daily basis
- Re-sends PIO/ POT to the Physician for signature on a daily basis for those unsuccessfully sent

Others

- In the first 2 years of the partnership, this customer expanded their Infnit-O team over several RCM and non-RCM operations:

HR Data Entry Specialist

- Accurate entry of employee's files in the system which includes background checks, survey gold, employment verifications, termination, network access and change of personal information in the system
- Organizing company's files in the system.

Payroll Data Entry Specialist

- Process Time Sheets of employee work hours into the client's system
- Ensuring accurate records of proper employee compensation
- Extension of medicaid authorizations in the system

IT Helpdesk/SuperUser

- Assists colleagues whenever there is a system issue and upgrades system if necessary
- Provides support to On-shore clinicians
- Manages voicemails received

- Forecasting operational labor cost savings of 75%
- Created an effective management document flow to ensure claims are processed within 45 days
- Improved scheduling process to ensure that there are healthcare specialist assigned to every single patients and all clients are covered
- Standardized an FAQ software and built a specialized IT team to address surge of inquiries from patients
- Conceptualized a collaborative performance metrics such as KPI and SLAs to assure accuracy, timeliness and quality compliance

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Risk and Legal Compliance Managers

- Expertise in quantitative investment strategies
- Risk Reporting & Monitoring
- Risk Investigation
- Communicate escalations and results of investigations to the appropriate parties
- Review of Critical and Management Reports

Others

- Established an organizational development process for each of the individuals providing career pathing and increased value for both the customer and Infnit-O
- **Projected operational savings of 80+%**
- Teams were trained and ready to go live **in just 2 weeks**
- Established performance metrics and success plans including:
 - SLA – KPI metrics
 - Team member performance - Attendance, Productivity and Quality
 - Detailed growth plan
- Collaborated on multiple process innovations, including automation, and tool improvements to enhance productivity and quality performance



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Partnership Net Results

Infini-O went beyond the client's expectations by not only assisting them to overcome the said challenges but the partnership yielded great results:

- **Saved 87% on operational expenses**
- The management documentation flow process **improved their claims submission rate 95%**
- Because high volume of claims were managed effectively, it resulted in a **high client satisfaction rate of an average rating of 9** which yield **to client portfolio expansion** and **ultimately contributed to winning more new customers**
- **82% annual increase in cash flow** and revenue growth for our client
- **100% patient coverage** due the implementation of scheduling process
- **FAQs volume reduced to 70%** from software innovation/automation spearheaded by the specialized IT team
- KPIs targets consistently achieved over the last 12 years:
 - Quality - 95%**
 - Productivity - 98%**
 - Quality Compliance - 100%**
- **Most recent Client Satisfaction Survey (CSS) for 2020 was a score of 10, which is the highest Promoter Score possible**



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Key Benefits

Cost Reduction Expect high quality & productivity with a 70% savings on operational costs.	Scalability As your business demands shift, so can your Infinit-O team.
Access to Excellent Talent Our world-class "A+ Recruiting" process attracts world-class talent, with an industry-leading retention rate.	Operational Excellence Collaborative Service Level Agreement, metrics-intensive performance, and open communication.
Trusted Partnership Have confidence with our >97% client retention rate and 72 NPS score. ISO 27001 and 9001 certified, GDPR, HIPAA and DPA2012-compliant	

Over the last 12 years of partnership, Infinit-O has continually improved and achieved a **Net Promoter Score (NPS) of 72** across all clients (2019). The high rating is a result from the holistic support and assistance that Infinit-O is providing in their daily operations. The company is immensely satisfied with the teams that Infinit-O built for them, believing that they are, "wonderful, talented and hard working people". One of the greatest factors that led to this strong partnership is that Infinit-O aims to provide not just the expected outsourcing support but helps the client achieve their goal in giving the best healthcare service to their patients.

They started small, we exceeded their expectations and we hope to continue to grow the partnership for many years to come.

When you're ready to grow, think of Infinit-O.

Start small. Exceed expectations.
Think infinitely. Think Infinit-O.

Contact Us

