

#### CLIENT PROFILE

A long-term care operator with 20+ facilities and several million dollars in outstanding claims, a majority of which were over 365 days old.

**20+** Facilities with  
**Several  
Million Dollars**  
in Outstanding Claims  
Over **365** Days Old

#### LTC ALLY'S APPROACH

*LTC Ally met with the client at their corporate office to analyze their operations and identify where their processes were lacking. After an in-depth analysis, we discovered:*

The client didn't have systems in place to manage their accounts receivables (AR), resulting in inconsistent claim submissions.

Claims were regularly denied, especially Managed Medicaid claims.

Staff lacked the ability to properly track claims status and were unable to properly address denied claims.

*After reviewing the client's revenue cycle, we discussed their aging AR with billing managers and billing officers. We started by:*

Uploading claims to our custom reporting solution.

Reviewing all outstanding claims individually.



## INITIAL RESEARCH FINDINGS

*LTC Ally identified millions of dollars in outstanding AR.*

## ACTION PLAN

*Beginning with our Collections division, we began recouping their outstanding AR:*

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Collections Specialists reviewed all claims and followed up with insurance companies on outstanding payments.

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Claims with incorrect cash posting errors were sent back to the client for proper reposting, helping to clear a massive AR backlog.

## PHASE I RESULTS

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Collected several million dollars in outstanding balances. Many of these outstanding payments were over 365 days old.

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Provided write-off recommendations for any other outstanding balances.

## PHASE II RESULTS

*After seeing the recoup results from our Collections division, the client saw that they needed to fundamentally change their processes and rely on LTC Ally's external expertise to also manage their AR functions.*

15%   
6 Months

Within 6 months, our outsourced RCM services helped increase cash flow by 15%.

Contact us today and start optimizing your operations and achieve your growth goals.

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