

# Improved The Management of Small Balance Account Write-Offs

## About

The client is a leading provider of technology enabled management services for hospitals and health systems, serving more than 10,000 providers within a growing network of more than 3,000 facilities and more than 20 regional offices nationwide.

## Challenge

Because of the client's large volume of business, managing small-balance write-offs was challenging. It was a labor-intensive, complex process, requiring agents to accurately manage a large number of write-off values for multiple claims and associated providers. It was essential to ensure each write-off was accurate in order for the company to provide the best service to its provider clients.

- Time-consuming processes required multiple views between reference documents and claims screens.
- Highly manual, complex processes were prone to errors.

## Solution

The client partnered with Omega Healthcare to manage its small balance write-off process. Using its proprietary process, Omega Healthcare was able to automate and streamline workflows and improve accuracy.

- Deployed a robotic process automation (RPA) solution to provide hands-free write-off process.
- Developed BOTs that conduct the process without human intervention.
- Enabled coverage of large volumes in a short amount of time.
- Designed for scalability as volumes fluctuate.
- Write-off value verifications were automated, reducing potential for human error.

## Benefits

With Omega Healthcare, the management services company was able to achieve vast improvements in small balance write-offs for its provider clients.

- ✓ Improved accuracy without human intervention
- ✓ 100% HIPAA compliance
- ✓ 60% faster turn-around times
- ✓ More effective utilization of workforce
- ✓ Increased provider satisfaction with the management services company