



Radiology Revenue Recovery CASE STUDY



X-Ray Physicians of Shelbyville

Dr. Jonathan Bielefeld,
President

**Dr. Bielefeld has
over 20 years of
experience as a
diagnostic radiologist
and currently serves
as the leader of his
group at Major Health
Partners Hospital in
Shelbyville, Indiana.**

Case Study: X-Ray Physicians of Shelbyville

Dr. Jonathan Bielefeld discussed his radiology group's experience with a large, national billing company and how they felt after changing billing partners. Here are some topics he commented on.

Challenges and Concerns

What was your concern with your large billing company?

When we were with a large billing company, we had many challenges including delays in billed charges, continual complaints from patients and hospital administration including patients being sent to collections inappropriately. We wanted a company that would give us the attention we need and is still thorough and efficient with each area of the billing process.



Dr. Montgomery and Dr. Bielefeld

Why did you select a large, national billing company?

We actually didn't. We were with a local billing company and they decided to sell to a large national company. The service with the large company did not go well. We eventually left and chose another group, then went through

a similar situation but were sold three times. Again, the service with the large national company was poor. We wanted a company that would be attentive to us and not put us on auto pilot. We found HealthPro and now receive the attention we need and the performance we expect.

What has been your experience with automation of the billing process?

The large billing company we were with tried to automate too much. There was a lack of attention to detail and we saw the results with the significant amount that was written off as bad debt.

The Final Results

HealthPro keeps us informed of what is happening in the industry so we can make appropriate decisions and timely changes as needed. We now have a partner we can trust so we can focus on providing excellent care to our patients!



While HealthPro prefers to connect with us monthly, our confidence and trust allows us to meet annually without any concerns.



Delays in billed charges and continual complaints from patients and hospital administration were resolved by HealthPro.



Our bad debt was out of control. HealthPro reduced our bad debt significantly and exceeded our expectations!



With HealthPro, issues are addressed right away, and we are advised of the resolution. Generally, they are hospital issues that our billing company is solving for them.



Metrics

As a leader you need to have clear certainty that the business side of your radiology practice is on target. By routinely using comparative metrics to monitor your performance and alert you to trends, you will be able to adjust or respond to a change in a timely manner.



HealthPro provides Key Performance Indicators (KPIs) that are vital to track and determine the performance of your practice and billing process. Benchmarking your KPIs against industry standards will allow you to see how your performance is compared to your peers.

How do your KPIs measure up?

“HealthPro keeps us informed of what is happening in the industry so we can make appropriate decisions and timely changes as needed.”



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