Reconciliation of collections data

LTAC provider

Reconciled third-party collections data with the company's internal collections data to estimate the net overbillings in the amount claimed by third-party collections agency.

LTAC provider company needs to reconcile its collections data

Picture this...

You're looking to reconcile third-party and internal collections data to identify variances in billings by collections agency. Currently, employed a third-party collections agency to collect Account Receivables but did not have clear visibility into agency billing v/s collections accounts and wanted to understand potential over/ under billing.

You turn to Accordion.

We partner with your team to reconcile third-party collections data with the internal collections data to estimate the net overbillings in the amount claimed by third-party collections agency, including:

1) Creating a unique identifier using different combinations of data fields (e.g., Bill # assigned using file number, assigned using payment date & amount, etc.) to map the transactions amounting to additional 86% of total claimed amount as only 14% of the total claimed amount had a unique identifier that mapped the third –party data with internal collections data.

2) Identifying list of overbilled transactions/bills at each facility that could be claimed for reimbursement.

3) Creating Excel & Power BI dashboards to facilitate reconciliation at multiple levels (district/facility/patient/transaction) that could be refreshed on a monthly basis

Your value is enhanced.

You have identified 5% of total claimed amount as net overbillings for transactions over a period of 18 months, leading to a potential reimbursement of 8% of the total fee from third-party collections

KEY RESULT

- Identified 5% of total claimed amount as net overbillings
- ~8% of the total fee from third-party collections

VALUE LEVERS PULLED

- 3rd party reconciliation
- Excel and Power BI reporting

Reconciliation of collections data

Situation

- Client has employed a third-party collections agency to collect Account Receivables but did not have clear visibility into agency billing v/s collections accounts and wanted to understand potential over/ under billing.

- Partnered with the Provider to reconcile third-party and internal collections data to identify variances in billings by collections agency

Accordion Value Add

- Only 14% of the total claimed amount had a unique identifier that mapped the third –party data with internal collections data. Merilytics created a unique identifier using different combinations of data fields (e.g., Bill # assigned using file number, assigned using payment date & amount, etc.) to map the transactions amounting to additional 86% of total claimed amount

- Identified list of overbilled transactions/bills at each facility that could be claimed by the client for reimbursement.

- Created Excel & Power BI dashboards to facilitate reconciliation at multiple levels (district/facility/patient/transaction) that could be refreshed on a monthly basis

Impact

- Identified 5% of total claimed amount as net overbillings for transactions over a period of 18 months, leading to a potential reimbursement of 8% of the total fee from third-party collections

Approach / methodology for project delivery

Data cleansing

- **Filtered internal collections data** to consider data of relevant time period for reconciliation

Data mapping

- Used **patient ID and bill number combination** to **map** transactions **amounting to 14% of claim amount**
- Created a **unique identifier** based on **different combinations of available data fields (e.g., Bill # assigned using file number, assigned using payment date & amount, etc.)** to map transactions amounting to **additional 86% of claim amount**
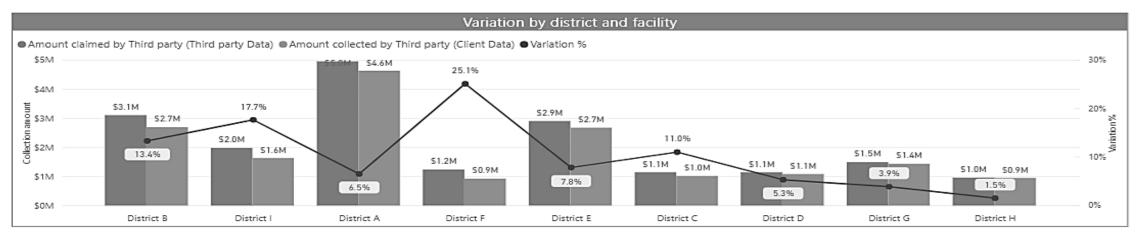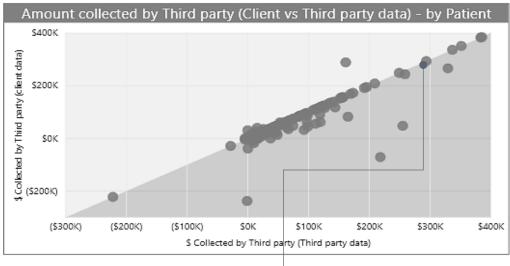
Reconciliation

- **Reconciled** the internal collections data and third-party collections data and **identified variation in claim amount at each facility level**

Dashboards

- Created a **reconciliation report** on excel with the flexibility to drill down to district/facility/patient/bill/transaction level
- Provided **reports in PowerBI dashboards** for ease of reconciliation

Reconciliation dashboard (power BI)

Variation by district and facility

● Amount claimed by Third party (Third party Data) ● Amount collected by Third party (Client Data) ● Variation %

Amount collected by Third party (Client vs Third party data) – by Patient

Variation by Patient & Patient-bill

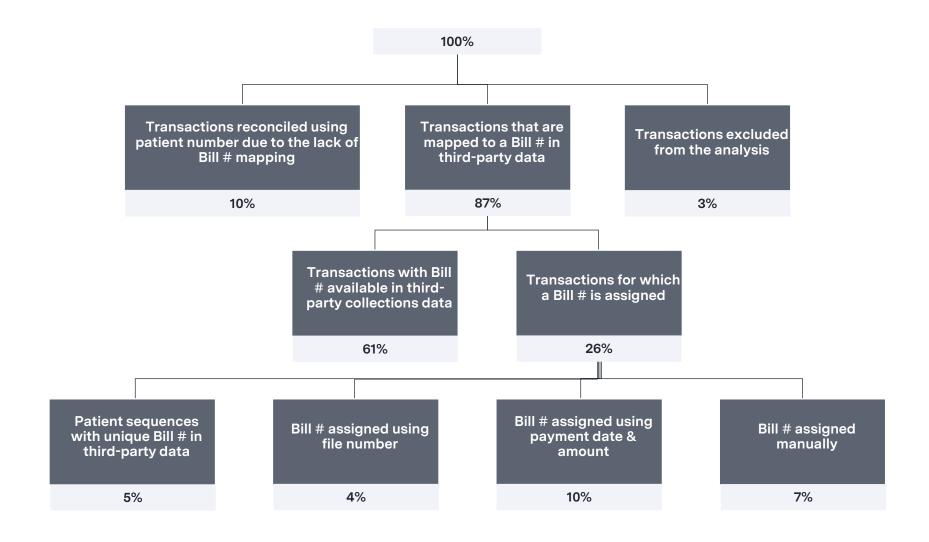| Patient Seq	# bills	Client data	Third party data	Variation	Variation %	Variation per bill ($)
19026	**15**	**($237.9K)**	**($1.3K)**	**$236.6K**	**-18517.8%**	**$15.8K**
218	1	$0.0K	$126.6K	$126.6K	100.0%	$126.6K
220	1	($11.0K)	$59.0K	$70.0K	118.6%	$70.0K
222	1	$0.0K	$37.6K	$37.6K	100.0%	$37.6K
224	1	$7.0K	$9.4K	$2.4K	25.9%	$2.4K
246	1	$68.2K	$68.2K	$0.0K	0.0%	$0.0K
88	1	$12.1K	$12.1K	$0.0K	0.0%	$0.0K
123	1	$8.4K	$8.4K	$0.0K	0.0%	$0.0K
150	1	($9.3K)	($9.3K)	$0.0K	0.0%	$0.0K
160	1	$0.8K	$0.8K	$0.0K	0.0%	$0.0K
Total	**15**	**($237.9K)**	**($1.3K)**	**$236.6K**	**-18517.8%**	**$15.8K**

Third-party collections agency has overbilled and underbilled patients below and above the line respectively

User can view the variation at a patient-bill level by clicking on the patient sequence number

Appendix

Mapping data between sources

```
                          ┌──────────┐
                          │   100%   │
                          └────┬─────┘
        ┌──────────────────────┼──────────────────────┐
┌───────────────────┐  ┌───────────────────┐  ┌───────────────────┐
│ Transactions      │  │ Transactions that │  │ Transactions      │
│ reconciled using  │  │ are mapped to a   │  │ excluded from the │
│ patient number    │  │ Bill # in         │  │ analysis          │
│ due to the lack   │  │ third-party data  │  │                   │
│ of Bill # mapping │  │                   │  │                   │
├───────────────────┤  ├───────────────────┤  ├───────────────────┤
│        10%        │  │        87%        │  │        3%         │
└───────────────────┘  └───────────────────┘  └───────────────────┘
```

Transactions reconciled using patient number due to the lack of Bill # mapping	Transactions that are mapped to a Bill # in third-party data	Transactions excluded from the analysis
10%	87%	3%

Transactions with Bill # available in third-party collections data	Transactions for which a Bill # is assigned
61%	26%

Patient sequences with unique Bill # in third-party data	Bill # assigned using file number	Bill # assigned using payment date & amount	Bill # assigned manually
5%	4%	10%	7%