

Radiology Coding and Practice Management Services

For Radiology Practices

Reimbursement cuts, coding changes, tougher compliance rules, and market encroachment by non-radiologists significantly undermine radiology practice revenue. Fortunately, Change Healthcare has been addressing these issues for more than 40 years with our market-leading medical billing and accounts receivable management services. Radiology practices understand that our revenue cycle management solutions can help them optimize revenue, control costs, and support efforts to mitigate regulatory risks.

Client Management

Every client is assigned a dedicated account manager who is a radiology expert. Your account manager will meet with you at regular intervals to provide key analysis and reports specific to your accounts receivable (AR) performance. As your strategic partner, your account manager will proactively keep you abreast of all relevant regulatory changes and compliance issues.

Your radiology expert provides a single point of accountability for medical billing operations. With our account view capabilities, resolving account issues will be collaborative. Together, we can look into patient account records to research questions, facilitate requests for additional information, collaborate on recovering denials, reconcile cash drawer, post transactions, and more.

Your account manager can also serve as your guide to our wide range of value-added services including hospital and managed care contracting assistance, physician enrollment, payer registration, strategic planning, and the identification of new revenue opportunities.

The certified coders on our dedicated radiology team can help you recover that loss, and more. They receive ongoing training and testing to keep their skills current and aligned with the latest regulatory changes. Denial rates for our radiology clients are significantly under the national average for both hospital-based groups and standalone imaging centers.

Our services help radiology practices:

- Reduce expenses and accelerate payments with refined billing processes
- Enhance revenue by measuring and tracking productivity and profitability by procedure and even by site of service
- Gain peace of mind knowing payer monitoring system matches reimbursements to negotiated fee schedules
- Improve payment accuracy with line-item posting of charges and payments
- Mitigate risk through the industry's most comprehensive compliance program

Industry Leadership

- We service 400+ radiology groups and 3,000 physicians nationwide
- We bill 46+ million radiology procedures annually
- Our dedicated subspecialty coders annually code for:
 - 2.7+ million interventional procedures
 - 32,000 vascular procedures
 - 4.8 million radiation oncology procedures
 - 38+ million diagnostic procedures



A Technological Edge

At our clearinghouse, we scrub your claims to help ensure they are clean before they reach the payer. Because of our national presence, we are able to connect to most payers electronically, thus speeding claims. On the back end, our denial management systems automatically initiate appropriate steps to quickly resolve denied claims.

Business Intelligence

Over the years, we have developed near real-time financial management and productivity reporting. For example, we have reports for rendering physician work RVU stratified by date/time read, reading location, modality, and referring physician. Additional insight is provided to our radiology clients through daily and monthly reports that showcase cash-flow trends, days in AR, AR over 120 days, net collections, bad debt, and productivity by service location, modality, payer, and physician.

We also offer you a web-based business intelligence and reporting tool. It includes high-level dashboard reports with drill-down capabilities, along with linked reports that can deliver the information you need to make changes and improve performance.

Compliance Expertise

The Office of Inspector General (OIG) and state Medicaid programs are aggressively enforcing rules designed to help reduce instances of false claims, overpayments, and medical billing errors. To combat the complexity of the rules, our robust compliance department has a long-standing program that is designed around the OIG's Model Guidance for Third-Party Medical Billing Companies, which was issued in 1998.

The interlocking components of our healthcare regulatory compliance program create a comprehensive ethical, regulatory, and philosophical framework. The end result is a corporate commitment to the highest standards of conduct, behavior, and performance that are uniquely positioned to help improve our internal coding processes while helping to reduce the risk of scrutiny for our clients.

Call: 866.817.3813

Visit: changehealthcare.com/solutions/radiology-practices