

UNIFY HEALTHCARE SERVICES

Case Study & Clinical Revenue Cycle Report

Specialty: Radiology Billing

Key Metric: 250% Productivity Surge

Radiology Imaging Group: 250% Posting Surge & Backlog Elimination

EXECUTIVE SUMMARY

Eliminated an urgent 6-month EOB & ERA payment posting backlog, boosted posting throughput by 250%, and scaled the engagement from 4 to 18 FTEs within two years

THE CHALLENGE

Due to rapid clinical expansion and multiple disparate hospital billing interfaces, the practice accumulated an unposted EOB and ERA backlog exceeding six months. Unposted payments obscured accurate secondary payer billing, led to delayed patient statements, and created significant audit vulnerabilities.

THE SOLUTION

Unify assembled an agile payment posting strike team equipped with automated 835 electronic remittance advice (ERA) batch processors. We established standardized daily lockbox reconciliation, cross-trained billers on high-volume hospital EOB formats, and instituted a strict 24-hour turnaround SLA for zero-balance reconciliation.

KEY OUTCOMES & RESULTS

- o Completely eradicated the 6-month posting backlog in just 45 business days
- o Boosted sustained daily posting productivity by 250% (from 450 to 1,600 encounters/day)
- o Achieved a 998% reconciliation accuracy rate with zero unallocated balances
- o Client expanded the operational engagement from 4 to 18 full-time billing specialists

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