MENTAL HEALTH
Practice Management + RCM

How we Managed $1.1m in Savings

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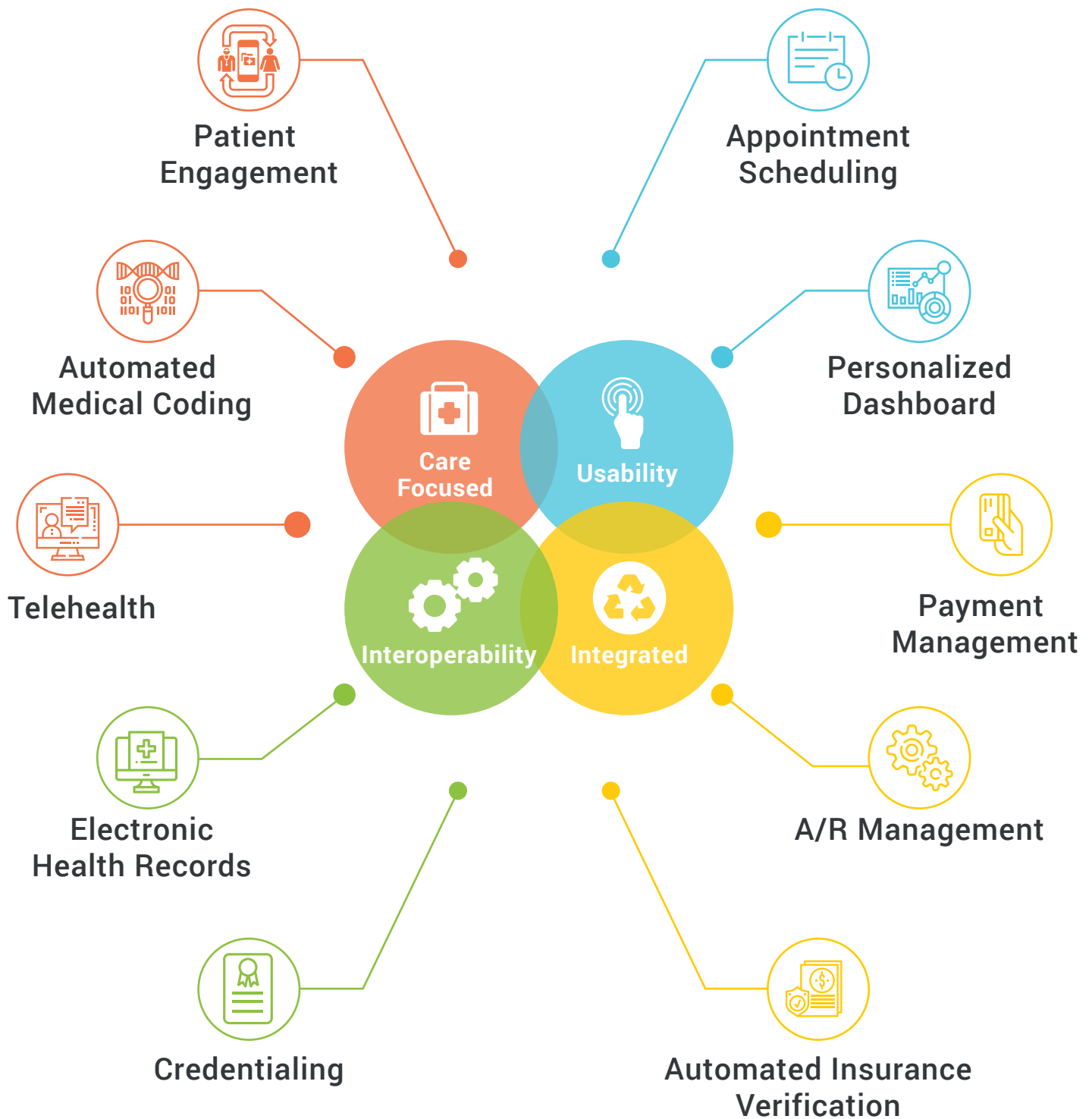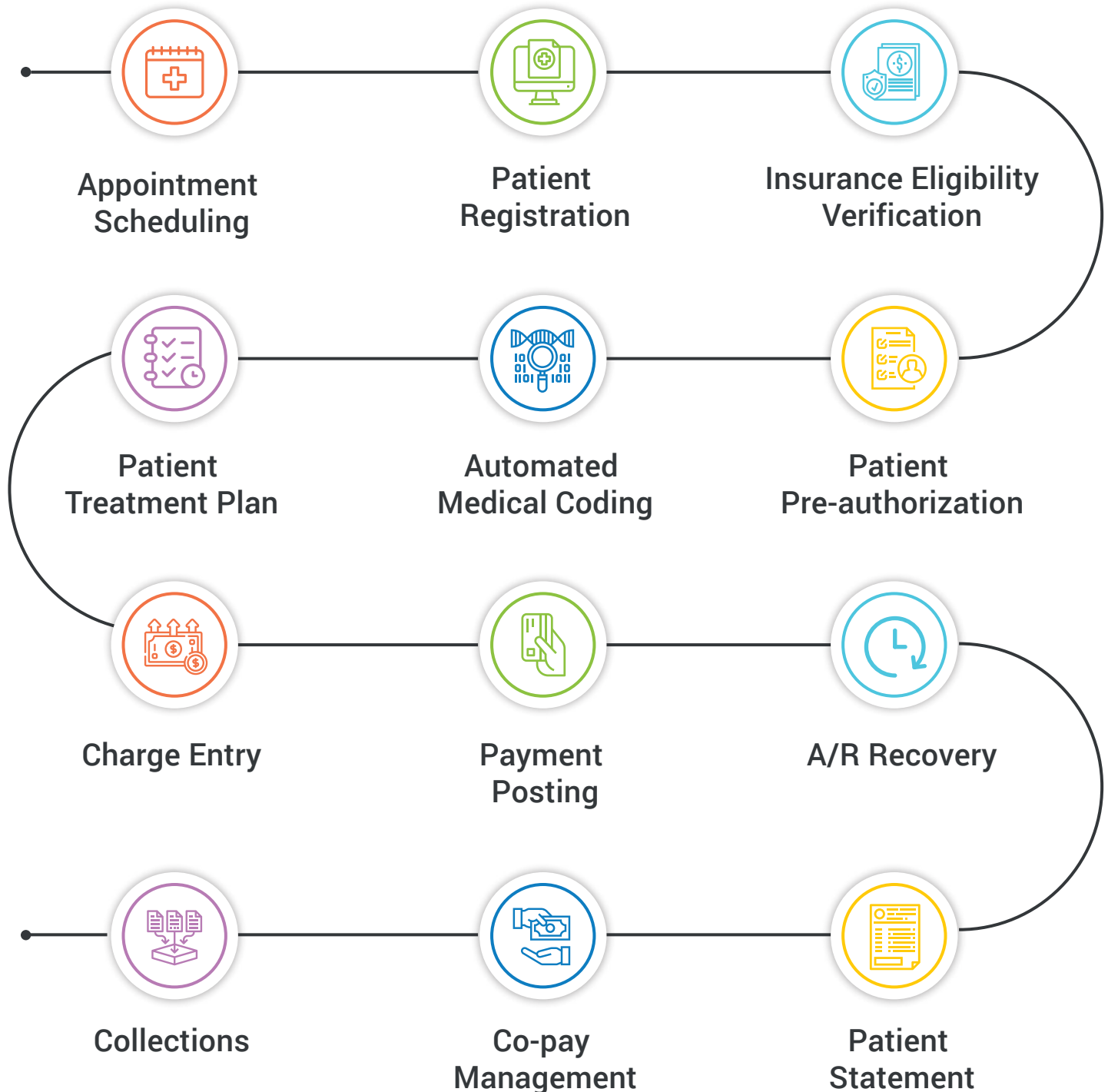
BUSINESS CHALLENGES

A Texas-based mental health center wanted to automate the manual medical billing process. Paper-based practice management and the RCM system affected not only through the loss of revenue but also the quality of care delivered. The main challenge for OSP was to bring the digitization of the clinic's daily practice and revenue operations.

Longer Revenue Cycle

Fragmented Billing Process

Slower Billing Process

Low Revenue Per Billing

Incomplete Claims Filed

Higher Claim Denials

KEY COMPONENTS

Patient
Engagement

Appointment
Scheduling

Automated
Medical Coding

Personalized
Dashboard

**Care
Focused**

Usability

Telehealth

Interoperability

Integrated

Payment
Management

Electronic
Health Records

A/R Management

Credentialing

Automated Insurance
Verification

OSP

APPOINTMENT-TO-PAYMENT PROCESS

Appointment
Scheduling

Patient
Registration

Insurance Eligibility
Verification

Patient
Treatment Plan

Automated
Medical Coding

Patient
Pre-authorization

Charge Entry

Payment
Posting

A/R Recovery

Collections

Co-pay
Management

Patient
Statement

OSP

HOW WE HELPED?

Paper Based System

- Digital Transformation
- Automated Claim Generation
- Automated Payment

Failure to Capture Patient Information

- In-built EHR System
- Patient Document Management
- Patient Insurance Verification

Manual Patient Data Management

- Patient Treatment Plan
- Wiley Notes
- Automate PHQ-9 Assessment

Medical Coding Errors

- Predefined CPT Codes
- Automated & Accurate Coding
- Integrated Clearing House

HOW WE HELPED?

Manual Credentialing

- Digitized Credentialing
- Document Expiration Alerts
- CAQH Management

Payment Management

- Co-pay Management
- Online Payment
- A/R Management

Data Security

- HIPAA Compliant
- Secure Patient Data Management
- Secure Cloud-based System

Traditional Clinic Setting

- Telehealth
- Appointment Management
- Patient Engagement

THE IMPACT

$1.1M
in Savings

15%
Decrease in
Claim Denials

20%
Increase in
Productivity

30%
Reduction in
Claim Errors

15%
Increase in
Everyday Collections

All-in-One
Practice Management

- Cleaner Claims
- Patient Treatment Plan
- SOAP Notes
- Provider Enrollment
- Patient Statement
- PHQ-9 Testing
- A/R Management
- Telehealth
- Daysheet Management
- HIPAA Compliant
- Superior Interoperability
- Personalized Dashboards

LISTEN TO OUR CLIENT

> " *The challenges of mental health and practice management are complex. After sharing our creative vision with OSP, we found a partner in them. They worked competitively to deliver excellence and quality work.* "
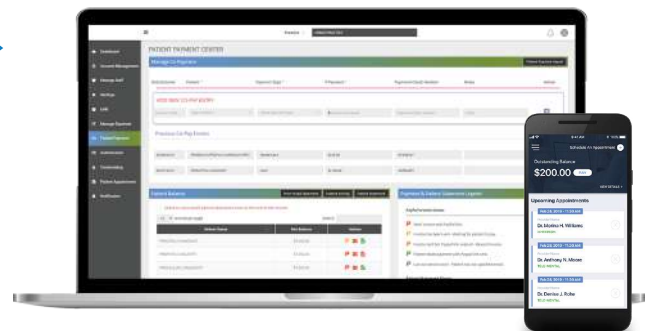

Chris Husted

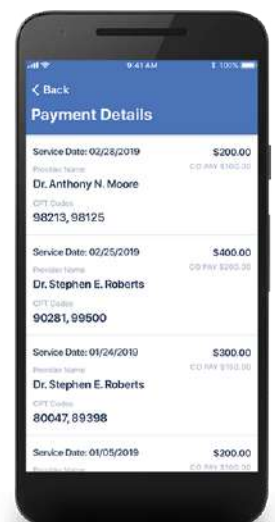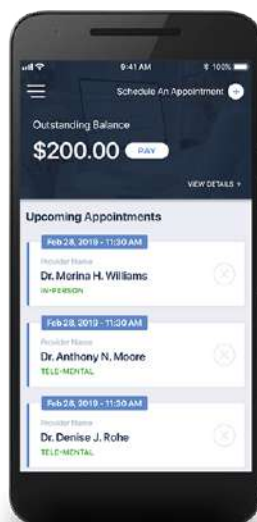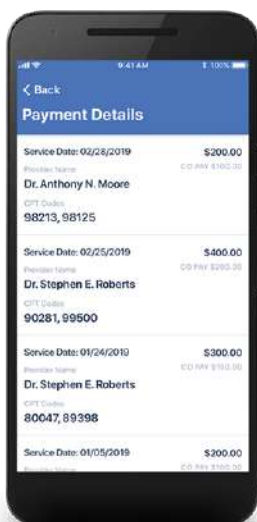# USER INTERFACE DESIGN

Mental Health Billing Platform

A customized web-based billing platform that easily creates multiple claim cases

Automated Coding

Adding a comprehensive treatment for each patient is simple and allows the providers to update encounters on the go

SOLUTION HIGHLIGHTS

Better Patient Engagement

Expedited Coding & Billing

Improved Workflow

Enhanced Service Capacity

HIPAA Compliant

Shortened Revenue Cycle

Improved Staff Efficiency

Scalable System

APPLICATIONS

Dental Billing

Private Practices

FQHCs

Hospitals

See it **LIVE**

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OSP

We are a leading software development company aiming to empower, and inspire the world with next-gen solutions. We help in simplifing every step of the development process, from system architecture design to quality delivery. Our intelligent processes enable quick deployment of enterprise-grade solutions against the toughest, and most complex challenges.

We are re-imagining how technology can empower Healthcare, AI, Analytics, and Financial organizations to build solutions for every day use in business applications.

With 10+ years of experience, and 200+ customers worldwide, we're leveraging technology to build the future today.

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