

## Case Study

# End-to-End Healthcare Revenue Cycle Solution

## The Client

The client is a growing dental software company that offers comprehensive dental practice management systems to both large, established Dental Service Organizations (DSOs) and smaller dental practices.

The client has shifted from a web-based platform to a cloud-based solution, enabling greater accessibility and scalability. Their software suite offers a range of functionalities, including scheduling, charting, billing, patient portal, and reporting.

The new platform seamlessly integrates with leading Electronic Health Record (EHR) systems. Additionally, the platform incorporates user-friendly dashboards and an intuitive interface to support comprehensive dental practice management.

## The Challenge

The client plans to enhance their dental practice suite by improving their Revenue Cycle Management system. This includes adding a dental-specific billing module and treasury reconciliation processes that seamlessly integrate with their existing practice management module.

The new software will offer a highly flexible plug-and-play application, enabling easy integration with other applications and platforms.

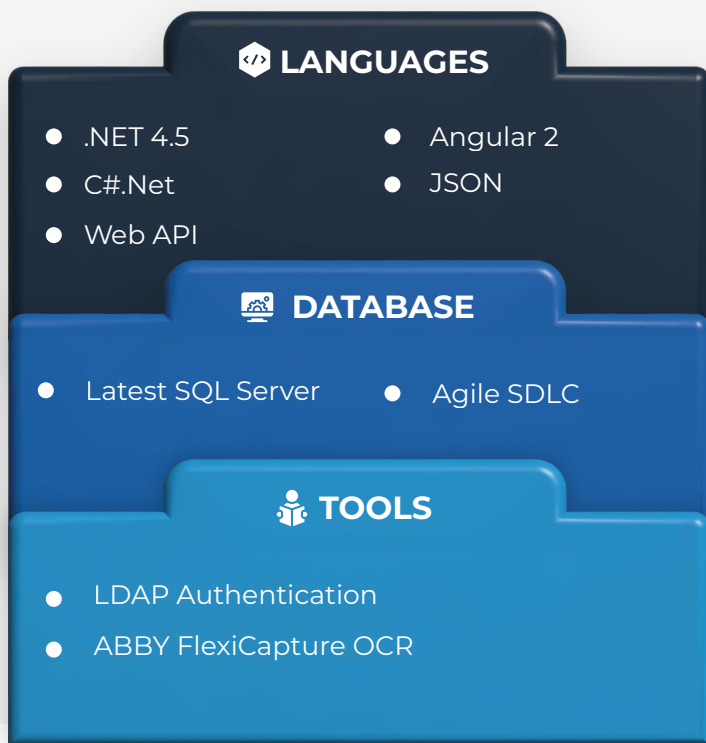
### The application aims to achieve the following specific functions:

- ✓ Improve capture, integration, and automation.
- ✓ Add Paper EOB conversion to ANSI 835 output file and Check21 file creation.
- ✓ Streamline reconciliation functions for all payment sources and enhance cash processing with audit controls.
- ✓ Develop workflows for better exception processing and human-readable ERA.
- ✓ Introduce advanced analytics and reporting.
- ✓ Enhance UX/UI with improved dashboards for quick access and analysis of key data.
- ✓ Update platform architecture with an enhanced remittance repository for concurrent users.



## Technology Environment

Telliant worked with the client to identify/create the most suitable tech-stack for the revenue cycle application in order to meet the performance, cost, and usability objectives.



## About Us

Telliant Systems, offers a diverse selection of custom software product development services, such as product strategy, software design, application development, QA/Testing, and application management services. Expert teams are available to develop web, enterprise, and mobile applications, including iOS and Android development.

## Solution Highlights

Telliant collaborated closely with the client, resulting in an easy-to-use software solution that integrates with existing dental practice management software and major EHRs.

The team improved data capture, automated the revenue cycle, and enhanced treasury reconciliation. The UX/UI on dashboards was also upgraded to improve user workflow.

### The application built by Telliant has several key functionalities:

- ✓ Converts paper Explanation of Benefits (EOB) to ANSI 835 format using ABBY FlexiCapture with OCR technology.
- ✓ Enables users to search, view, and print scanned EOB images and matches them with corresponding 837 files for reconciliation.
- ✓ Converts data into a Check 21 File
- ✓ Provides features to create, view, and search checks (ICL) with stored/archived check images.
- ✓ Converts 835/ERA into a user-friendly format for importing into the Practice Management System (PMS) and utilizes a Human Readable ERA API.
- ✓ Includes a dashboard with advanced charts for comparative analysis of data from 820, ICL and 837 files.
- ✓ Analyzes payment and Accounts Receivable (AR) information at various levels, including carrier/plan and procedure.
- ✓ Enhances dashboard charting and exporting capabilities.
- ✓ Generates advanced reports for CARC/RARC codes in SSRS or PDF format.
- ✓ Implements a workflow module with improved scheduling and automated features, enhancing audit control throughout the revenue cycle.