



# Transcure Helps IPCC Focus on Patients, Not Paperwork | Transcure x IPCC



## Innovative Pain Care Center (IPCC)

Innovative Pain Care Center (IPCC) has seen steady growth over the past years as it expanded to 3 locations across the state. But with that growth came more paperwork and mounting medical bills that weren't getting paid on time. Accounts receivable had ballooned to over **\$23 million** in unpaid bills.

Dr. Daniel Burkhead, founder of IPCC, knew they needed help if they wanted to focus on patients rather than paperwork. After researching several options, IPCC partnered with Transcure.

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*"We needed expertise we just didn't have in-house when it came to navigating insurance plans and chasing down payments,"*

**said Dr. Daniel Burkhead**

*"We wanted a team that could take that work off our plate so we could spend more time with patients."*

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**Daniel Burkhead**  
CEO, IPCC

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"Transcure gave us back control of our cash flow and ability to grow

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## Background

Innovative Pain Care Center (IPCC) is a multi-specialty medical group with three clinics in Nevada specializing in pain management. Over the years, IPCC has experienced steady patient volume and revenue growth over the years. However, in 2023 they hit a roadblock – their accounts receivable (AR) balance had ballooned to over **\$23 million** due to issues with their in-house medical billing department. Collection rates were low, and cash flow was becoming a serious problem

## The Challenge

Innovative Pain Care Center (IPCC) hit a roadblock – their accounts receivable (AR) balance had ballooned to over \$23 Million due to issues with their in-house medical billing department. Collection rates were low, and cash flow was becoming a serious problem.

- Huge accounts receivable backlog
- Revenue losses due to late submissions of charges
- Incorrect Billing and coding
- Lack of Eligibility verification
- Problems with credentialing

## The Solution

Transcure took over all of IPCC's billing and collections. They reviewed IPCC's accounts receivable and worked diligently to track down payments from insurers and patients.

## Claims Management

- Audited all existing claims in AR to ensure accuracy and compliance
- Resubmitted any denied claims with corrected errors
- Escalated problematic unpaid claims to expedite resolution

## Denials Prevention

- Trained physicians and staff on proper coding and documentation
- Performed pre-billing reviews to catch errors before claims submission
- Monitored for policy/procedure changes at top payers to stay compliant Claims Management

## Outcomes



**\$300,000** AR Recovery within 2 months



**20%** boost in overall collections



**50%** fast AR turnaround with RPA



**200%** Quality Assurance for claim Submissions

## Collections Optimization

- Segmented patient balances by likelihood to pay
- Assigned experienced collectors to work higher balance accounts
- Offered financial hardship programs and payment plans

## Exclusive Services for IPCC

- Claims scrubbing and quality assurance reviews to minimize initial denials
- Experienced billing specialists dedicated to IPCC's account
- State-of-the-art billing software and technologies
- Dedicated follow up on all unpaid claims and denials
- Customized reporting and analytics
- Legal collections team for balances over 120 days

## Results

By partnering with Transcure, IPCC was able to:

- Reduced over \$3 million in account receivables within 2 months by doing the following:
- Posted all the unattended ERA's.
- Pulled EOBs from insurance portals of paid claims and posted.
- Fixed unattended rejections.
- Fixed unattended denials.
- Appealed and the medical necessity denied claims
- Increase monthly revenue from \$500,000 to over \$600,000 within 2 months
- Reduce days in accounts receivable from 95 days to under 35 days

IPCC's leadership was thrilled with the results.

*"Transcure gave us back control of our cash flow and ability to grow,"  
said IPCC CEO.*

The success of the partnership has led IPCC to expand services with Transcure to additional specialties and clinics. Today IPCC continues to partner with Transcure for their entire billing operation. With experts managing the process, IPCC physicians can focus on patient care while ensuring proper compensation. The staff stress of billing issues is now a thing of the past. IPCC's leadership is confident their revenue growth is secure, with Transcure overseeing the financial side of their business.

## Recapitulation

In summary, by outsourcing their medical billing needs to Transcure, IPCC was able to recover a significant portion of aged receivables, boost revenue, shorten days in AR and refocus on their core business – providing excellent pain management care. Transcure's customized program and specialized expertise delivered the financial results IPCC needed.



Contact Us Today

You Can Recover Your AR in Months Too!

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Transcure is a leading revenue cycle management firm which offers medical billing services and healthcare IT products to streamline practice workflows. Transcure helps practices of all sizes for the last 12 years to deliver the best patient care.

