

# Case Study [SNAPSHOT]: Emergency Medicine Billing Company Saves Over \$600K Annually

AUG 2025



Over the last five years, it has been increasingly difficult to do everything in-house in a fully U.S.-based operation, It's just not tenable."

-CEO

## Client Profile

A Texas based, full-service, medical billing company supporting clients across 20 states.



IN BUSINESS FOR  
8+ YEARS



EMERGENCY  
MEDICINE



[www.globalhealthcareresource.com](http://www.globalhealthcareresource.com)



ATLANTA | CHENNAI | MANILA

## CHALLENGE

A medical billing company focused on emergency medicine began to see its profits shrink as insurance companies delayed or denied payments to its physician group clients. The problem stemmed from errors made by provider-contracted coding agencies. The medical billing company needed help correcting agency charts but rising labor costs made it hard to handle the work internally.

## SOLUTION

In June 2023, the medical billing company's CEO decided to partner with Global Healthcare Resource to build a team of 6 ED coders to work approximately 12k charts/month, as well as 7 billers and 7 A/R follow-up specialists.

\$600K

Annual Operational  
Savings

48HR

Time to Onboard  
Additional Coders

98%

Clean Claims  
Rate

## RESULTS

1

### Promoting coding accuracy for revenue integrity

"What Global does really well is read through all of the documentation and look for any opportunity to assign the most specific codes for the visit; this, in turn, helps us increase our own revenue."

2

### Fostering genuine collaboration

"Global is so responsive; if we find an issue that we need to fix, and we need someone to work on it nonstop for two weeks, Global gives me a qualified individual within one to two business days. They really understand that their success hinges on our success, and they're willing to do whatever it takes to give us what we need. It's the whole 'rising tide lifts all boats' concept."

3

### Tackling coding errors head on

"Global is willing to insert themselves whether they coded the claim or not, which, in the end, helps us get paid. They take the position that the coding isn't worth much if the claim doesn't ultimately get paid."

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## OVERVIEW

A medical billing company specializing in emergency medicine started to notice a squeeze in its profit margin as payers delayed and denied payments to its physician group clients due to provider-contracted coding agency errors and omission. "Coding agencies typically get paid for every claim they code, but billing companies work on a percentage of revenue," says the CEO.

*"We don't get paid until our client gets paid. We care a lot about the claim being properly coded, reaching the carrier, and the carrier processing and paying the claim."*

Unfortunately, the agencies were not willing to correct the errors, and some were also not willing to educate physicians on how to assign more specific medical codes to ensure revenue integrity. The CEO said lower revenue combined with rising labor costs for its U.S. based workforce made it difficult to sustain a viable business.

*"Over the last five years, it has been increasingly difficult to do everything in-house in a fully U.S.-based operation," she says. "It's just not tenable."*

## SOLUTION

In June 2023, the billing company's CEO decided to partner with Global Healthcare Resource to build a team of 6 ED coders to work approximately 12k charts a month, as well as 7 billers and 7 A/R follow-up specialists.

## RESULTS

### **Promoting coding accuracy for revenue integrity.**

With a 98% clean claim rate, Global ensures maximum coding specificity for hospitalist and emergency department services that, in turn, increases revenue for the company and its physician group clients. "What Global does really well is read through all of the documentation and look for any opportunity to assign the most specific codes for the visit," says the CEO. "This, in turn, helps us increase our own revenue."

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## RESULTS [CONTINUED]

### **Tackling coding errors head on**

Global helps resolve coding errors caused by other coding agencies.

*“Global is willing to insert themselves whether they coded the claim or not, which, in the end, helps us get paid. They take the position that the coding isn’t worth much if the claim doesn’t ultimately get paid.”*

The wraparound RCM support Global provides is unique. “Global embeds themselves into our business,” she adds. “It’s hard to find agencies that are flexible and willing to do whatever it takes. Their work adds a lot of value.”

### **Containing labor costs with offshore resources**

By utilizing offshore talent to build a team of 20 Full Time Employees (6 ED coders, 7 billers, and 7 A/R follow-up specialists), the medical billing company has been able to save approximately \$600k annually in labor costs.

Global is one of several offshore vendors with which the medical billing company partners, and the CEO says it’s all part of a larger strategy to ensure financial sustainability.

“Each offshore company has a specific lane and task. We’re also using artificial intelligence,” she adds. “It’s about figuring out how to sustain the business, provide the same level of service, and control costs. Global has been a part of that. They came to us at the right time.”

She provides this advice for other medical billing companies considering an offshore partnership: “The clearer you are about your expectations and scope of work, the more successful both you and the offshore partner will be.”



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## RESULTS [CONTINUED]

### **Fostering genuine collaboration**

“Global is so responsive,” she says. “If we find an issue that we need to fix, and we need someone to work on it nonstop for two weeks, Global gives me a qualified individual within one to two business days. They really understand that their success hinges on our success, and they’re willing to do whatever it takes to give us what we need. It’s the whole ‘rising tide lifts all boats’ concept.”

Global also adapts to the company’s needs. For example, the CEO asked if Global could provide more comprehensive physician education and feedback, and Global delivered. “They rose to the challenge and made a lot of improvements,” she adds.

*“I never hesitate with sending feedback because Global always takes it in the vein of being collaborative.”*

## ABOUT GLOBAL

Global Healthcare Resource specializes in creating international teams of highly-skilled revenue cycle and patient call center professionals. Global proudly serves RCM companies, providers, hospitals, and healthcare technology platforms as an extension of their team.