Case Study [SNAPSHOT]:
Large Anesthesia Group Reduces Open A/R by $8M in Three Months

MAY 2025

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>
> **–Deputy General Manager at Global Healthcare Resource**

Client Profile

A large anesthesia group employing more than 100 anesthesia providers nationwide.

14 YEARS OF EXPERIENCE

GENERATES $17M IN ANNUAL REVENUE

Global
healthcare resource

CHALLENGE

After an extended period of minimal revenue collection, a large anesthesia group realized the previous billing company it had hired was mishandling claims. With $11 million in open accounts receivable (A/R), they were faced with serious cash flow and recovery problems.
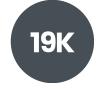
SOLUTION

In early 2025, the anesthesia group began partnering with Global Healthcare Resource to work open claims and resolve legacy A/R. Five Global FTEs created compelling appeal letters, corrected errors, and resubmitted thousands of claims to recoup lost revenue and improve cash flow in only three months.

$8M	$1.4M	19K
Amount of open A/R reduced in 3 months	Net Revenue on A/R over 120-Days.	# of open claims Global touched in 3 months.

RESULTS

1 **Reducing A/R in record time.**

In only three months, Global's team of five A/R specialist reduced open A/R from $11 million to $3.2 million.

2 **Resolving legacy A/R.**

Global's A/R team performed the tedious task of researching 120-day+ A/R for which timely filing had passed and created compelling appeal letters, resulting in $1.7M in net revenue.

3 **Working quickly and effectively.**

Global's team touched 100% of the anesthesia group's 19,000 open claims, fixing problems with provider enrollment, reassigning correct taxonomy codes, and correcting medical coding errors so payers would accept and pay the claims.

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OVERVIEW

After an extended period of minimal revenue collection, a large anesthesia group realized the billing company it had previously hired was mishandling claims. With $11 million in open accounts receivable (A/R) and serious cash flow problems, it was imperative to find a new billing partner quickly. Once the anesthesia group found Global Healthcare Resource, it needed help converting billing systems and cleaning up legacy A/R.

"The previous company took complete control of the billing, and there was no transparency on what was getting billed and what revenue was coming through the door," says Global Healthcare Resource's Deputy General Manager, who oversaw the project.

SOLUTION

In early 2025, the Anesthesia Group partnered with Global Healthcare Resource. Five full-time employees from Global's Philippine offices were hired and trained for the project and began working quickly to provide the anesthesia group with immediate transparency into important revenue cycle metrics, migrate data to a new billing system, and work on more than 19,000 open claims.

RESULTS

Much of Global's work focused on the tedious task of resolving 120-day+ A/R on claims for which the timely filing deadlines had passed. To achieve this, the team created compelling appeal letters, resulting in $1.7M in net revenue for the anesthesia group.

In addition, Global corrected countless errors and resubmitted thousands of claims. To manage this, the team had to drill down into the root cause of every claim rejection and rectify each one. For example, Global's team found prior authorizations, obtained retro authorizations, fixed problems with provider enrollment, reassigned correct taxonomy codes, and corrected medical coding errors so payers would accept and pay the claims. Through this work, Global helped the anesthesia group gain $2.4M in net revenue.

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RESULTS [CONTINUTED]

Lastly, Global obtained relevant remittance advice to reconcile the $1 million in payments that payers had already made. It also identified nearly two years' worth of unbilled patient invoices totaling $700,000.

While this is an ongoing project, Global's team ultimately touched 100% of the anesthesia group's 19,000 open claims and reduced open A/R from $11 million to $3.2 million within a span of only three months.

In addition, Global provides unwavering support even as patient volumes fluctuate, so the anesthesia group maintains consistent cash flow. Global also helps the anesthesia group identify and correct errors prior to claim submission, monitor denials, and pursue best practices to increase efficiency and ensure clean claims.

Now, the anesthesia group has clarity on all aspects of its revenue cycle management performance so it can make data-driven decisions leading to continued business growth.

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.