



CASE STUDY

Nephrology Associates Successfully Outsource RCM Services

Challenge

Nephrology Associates (TNK), a leading practice with 30 doctors serving Tennessee and parts of Kentucky and Alabama, did their billing in-house for many years. As the practice grew, they needed to increase dedicated staff and add additional processes to handle their billing needs. Continuing to do billing in-house became unsustainable. They needed to find an easy-to-use RCM solution they could depend on.

Solution

In 2024, the team started looking into options to outsource and ultimately decided on iSalus RCM. The team was already impressed with the iSalus services they were using, so adding RCM to their existing platform was seamless and made a positive impact on their billing and collections immediately.



Once we outsourced our RCM to iSalus, we realized that we should have done this way sooner. I recommend iSalus RCM and am impressed with the difference it has made for our practice.



Improvements in Financial Performance

Since adding Revenue Cycle Management, TNK has experienced significant improvements in the efficiency of their collections process and billing accuracy. After only 6 months using iSalus RCM, TNK had:

16% increase in their average payments

55% decrease in days in A/R

73% decrease in expired claims



Improvements in Data Management

Nephrology Associates has seen notable improvements in data management. The practice has benefited from a more streamlined and efficient billing system, and their doctors have become knowledgeable about what goes into these processes, resulting in more timely and accurate billing.

Conclusion

The transition to iSalus RCM services has been a success for TNK with improvements in their financial performance and data management as well as the team's overall billing and claims knowledge. They appreciate the ongoing support they receive from the iSalus team.