



### The Story

NHS Management, LLC is a provider of administrative and consulting services for nursing home and rehabilitation centers. They have 42 facilities spread across the southeast that include, but are not limited to the following services; physical, speech, and occupation therapy, dietary services, recreational services, pharmacy and environmental services.



### The Challenge

NHS Management needed a better way to manage their billing process. Previous to acquiring eSolutions' products, their biggest struggle was the time consuming task of verifying all patient eligibility using the Medicare DDE. Regional Manager, Erica Ashford, explained how the system was becoming more of a hindrance to her team. "The time it took to enter patient information in to the DDE using our previous system was a really inefficient process. There was no convenient way to check for claim errors, and attempting to track them was very difficult because we had such limited reporting," said Erica. "Every day felt like we were playing catch-up."



### The Solution – Medicare Enterprise Package

Once NHS Management made the transition to using eSolutions, they began reaping the benefits very quickly. "By using Medicare Eligibility Verification and Claims Corrections together, the time and efficiency of entering and submitting claims was incomparable to our previous method."

With Medicare Reporting and Analytics, the billing team is able to track and trend their claims in real-time enabling them to spot and fix any errors within the system on a daily basis. As a result, NHS Management is receiving their returns much sooner than they once did.



### The Result

After making the transition to using eSolutions' products in 2013, NHS Management experienced a significant turn-around in productivity. "It's amazing to see how much extra time we have to focus on other tasks," said Erica. "We are all very satisfied with all of the products we use and only wish we would have found them sooner!"



### Key Facts

# 75%

reduction in AR days

# 99%

decrease in claims paid after 60 days



### Testimonial

"The time and efficiency of entering and submitting claims was incomparable to our previous method."

Erica Ashford  
Regional Manager  
NHS Management, LLC

**Find which solution is right for you!**