



Accelerating Claims Turnaround with Revenue Cycle Management Solutions

The Client

A DSO with four PMS systems and a high-turnover call center staff needed an efficient solution to improve their revenue cycle management (RCM).

The Challenge

Our customer wanted an automated approach that could improve the revenue cycle by collecting overdue claims from both insurance carriers and patients. The customer had four different PMS systems and the call center staff of 20 needed to learn all PMS systems, its ways of working, and then glean out relevant information to call patients and payors to get updates on pending claims. With the high employee turn-over, learning the PMS system was another bigger concern.

To achieve their revenue cycle management (RCM) goals, they needed a robust, scalable solution that completely removed PMS dependency, training, and the need of updating all four PMS systems manually. So, our customer approached and partnered with Veltris to streamline and improve their revenue cycle and to build an efficient RCM solution for their DSO.

Our Solution

Our customer needed a solution to speed up the turnaround time for claims and prevent revenue from slipping through the cracks, particularly potential revenue from denials and pending payments from patients. Veltris designed a robust revenue cycle management solution that:

- » Automated claims collection from payors and patients
- » Removed dependency on manual PMS updates
- » Standardized claims processing across multiple systems
- » Improved A/R tracking, follow-up, and denial management

The Results

- » Faster claims turnaround and reduced denials
- » Cleaner, more accurate billing processes
- » Increased revenue recovery and efficiency
- » Streamlined workflows and reduced manual staff workload

Key Benefits

- » Improved claims accuracy
- » Faster payments and reduced A/R backlog
- » Lower training needs due to simplified systems
- » Boosted productivity and profitability

About Veltris

Veltris is a Digital Product Engineering Services partner that delivers next-generation technology and industry solutions across the healthcare, technology, communications, manufacturing, and financial sectors.

Veltris enables clients to build, modernize, and monetize smarter products and platforms powered by Connected Industry AI solutions. Through an experience-centric approach, agile delivery, and differentiated talent, Veltris helps businesses optimize product development cycles, monetize platform investments, and drive transformative outcomes in niche micro industries.