



COVID-19: Novel Process & High Volume, No Worries, Coronis Understands

How we handled over 250,000 backlogs of charges
and helped the organization to become financially successful.

The Problem Before Us

The client began their business as an urgent care group and was able to manage, handle and provide COVID-19 testing to their state population. As COVID ramped up and the client was inundated by COVID-19 testing they found themselves drowning in COVID-19 billing. Staying on top of the ever-changing rules and laws, the client was unable to handle the volume.

The client had different intricacies to their business such as telehealth visits, drive-through testing centers, and providing results. The client also knew that come 2021 they would be a vaccine administrator and the volume of backlog was going to grow more significantly.

Preview The Findings

The client was trying to manage telehealth visits, drive through testing at multiple locations and sites, and stay on top of the ever-changing rules for COVID-19 billing. The client also knew beginning in 2021 they would be a top vaccination center for their state.

Our Problem

The client needed manpower to handle the COVID-19 billing so they were looking for resources to help with credentialing. They had just ended a contract with a previous credentialing company and decided to look for outsourcing because they had to use all their resources for the COVID-19 billing. They needed to catch up on the COVID billing to prepare for the vaccines.

This client was focused on the quality assurance of the COVID testing to maintain high levels of efficiency despite the volume of specimens tested. This is great from a clinical perspective; however, this left the billing neglected and behind while the client was adhering to a manual approach of physically entering all charges into their billing software from their LIS and manually posting all insurance payments.

Finding The Solution

The client came to us to help with credentialing because they needed to pull staff to help with the COVID-19 billing. Once we began talking to the client, we quickly identified that we would be able to help, and the volume was something that we had handled in the past. The client didn't consider outsourcing the COVID-19 billing initially because of the volume, COVID billing being novel, and just trying to keep their heads above water.

We Step Into The Picture

We stepped into the clients' shoes. The client was in distress and was not sure how they could manage the operations of a large COVID-19 testing center for the entire state while managing cash flow. As mentioned, moreover, the client was preparing for mass vaccinations. We were able to clear that backlog by using technology to completely automate charge pass-through from their LIS/EMR to transpose thousands of claims at a time from excel format into 837 files or electronic claims, our offshore team working 24 hours a day, 5 days a week, a dedicated onshore onboarding team, as well as, a focused onshore revenue cycle team with certified professional coders that specialize in coding and billing for COVID Vaccines, Testing and Telehealth Visits.

We uploaded, scrubbed, and submitted all claims to the HRSA Uninsured Program, government and commercial payers and began seeing payments within 1 week of going live.

We quickly set up electronic fund transfers and electronic remittance advice for all insurance payments. We also provided coding and billing guidance to help capture additional revenue, performed e/m level audits on the telehealth visits, and provided the necessary bandwidth with staffing to turn a very stressful situation into a positive one.

The Process

Due to the COVID-19 guidelines, the volume and understanding of what had been completed in the past versus outstanding were critical components of our onboarding and implementation process for this client. We met with their team to fully grasp every drive-through clinic, telehealth option, and on-site testing. We completed various audits on previous billed claims and reviewed POS guidelines for telehealth visits. We provided our expertise on the previous billed claims as well as how to bill the outstanding claims correctly.

Our team leveraged technology and systems to handle the backlog of 250,000+ and growing COVID-19 testing and telehealth claims. Onboarding and implementation along with our partnership and process mapping was the key to success for this client and allowed us to see payment within 1 week of going live.

You may think this took 2-3 months to onboard and complete, but with our team, we had everything live within 2 weeks of signing our contracts.

Coronis Puts My Mind At Ease

"I am truly grateful for your daily updates and it helps put my mind at ease that Coronis Health sincerely cares about our organization. Because of the confidence Coronis Health has given me, I gave out some well-earned bonuses this week to some of the most dedicated and hardest working people I know. It felt really good to do that."

The Current Situation

As of today, this client has recouped Multi Millions in revenue and is now successfully billing and administrating tens of thousands of Covid vaccines, we are also assisting this client with staffing, laboratory compliance regulations, provided a customized reporting dashboard, coding guidance on expanding Urgent Care services and laboratory panels outside of Covid vaccines and testing, customized eligibility verification, and so on, to ensure long term growth, and success post the pandemic.

The client is able to focus on their business and the people, including both staff and employees, while we handle the oversight of their financial health. We meet with the client regularly and have built a partnership that will succeed far past COVID.

The Results

The client was able to provide well-earned bonuses to staff members who had worked extremely hard through this process. The client was able to focus on helping the state and providing immediate help with COVID-19 testing and vaccines instead of stressing over how they would get paid. The client is able to focus on future growth and continue the business post COVID with a positive outlook because of our partnership.

The Future & Advocation

If you are handling a high volume of claims and are missing the checks and balances, accountability, and clear visibility of your entire account then look no further than Coronis Health.

By The Numbers

Overall Totals (Jan 2020 to July 2021)		
Tests Given	466616	Covid Tests
Dollar Value of Tests Billed	\$82,867,878.00	
Total Collections on Tests	\$17,874,082.07	
Tests Given pre-Coronis	386883	
Tests Billed Pre-coronis	47240	
% of Tests Given and Billed Pre-Coronis	12.21%	
Tests Billed by Coronis After Starting (backlog)	339643	
% of Tests billed by Coronis After Starting	87.79%	
\$ of Tests Given pre-Coronis	\$75,734,732.00	
\$ of Tests Given and Billed pre-Coronis	\$9,284,152.00	
% of \$ of Tests Given and Billed pre-Coronis	12.26%	
\$ of Tests Billed - Coronis (Backlog)	\$66,450,580.00	
% of \$ of Tests Given and Billed pre-Coronis	87.74%	
Collections on Tests Given Pre-Coronis	\$15,589,355.73	
Collections prior to Coronis	\$1,415,148.17	
% of Collections Pre Coronis	9.08%	
Collections After Coronis (backlog)	\$14,174,207.56	
% of Collections with Coronis	90.92%	
Vaccines Given	156255	Vaccines
Dollar Value of Vaccines Billed	\$4,895,542.00	
Collections on Vaccines	\$2,116,012.47	
Prior to Coronis being Hired (Prior to February 2021) - 14 month time frame		
# of Tests Billed	47240	Covid Tests
% of Total tests Billed	10.12%	
\$ Value Billed	\$9,284,152.00	
% of \$ Billed	11.20%	
Collections on Tests	\$1,415,148.17	
% of Dollar Value Collected	7.92%	
Vaccines Billed	1	Vaccines
% of total Vaccines Billed	0.00064%	
\$ of Vaccines Billed	\$43.00	
% of Vaccine \$ value	0.00088%	
Collections on Vaccines	\$0.00	
% of Dollar Value Collected	0.00%	
After Hiring Coronis (February 2021 and after) - 5 month time frame		
# of Tests Billed	419376	Covid Tests
% of Total tests Billed	89.88%	
\$ Value Billed	\$73,583,726.00	
% of \$ Billed	88.80%	
Collections on Tests	\$16,458,933.90	
% of Dollar Value Collected	92.08%	
Vaccines Billed	156254	Vaccines
% of total Vaccines Billed	100.00%	
\$ of Vaccines Billed	\$4,895,499.00	
% of Vaccine \$ value	100.00%	
Collections on Vaccines	\$2,116,012.47	
% of Dollar Value Collected	100.00%	