SYNAPSE
REVENUE CYCLE MANAGEMENT



## GASTRO CLIENTS

# QUARTERLY CASE STUDY

# GASTRO CLIENT
# QUARTERLY REPORT

| Cost Benefit Analysis | | | | | | |
|---|---|---|---|---|---|---|
| **Employee Positions** | **# of Full time Employees** | **Average USA Hourly Rate** | **Monthly Rate per Employee** | **Monthly Rate for Practice** | **hours /week** | **weeks/ month** |
| Scheduling | 11 | $23.00 | $3,956.00 | $43,516.00 | 40 | 4.3 |
| Pre-authorizations | 7 | $23.92 | $4,114.24 | $28,799.68 | 40 | 4.3 |
| Coding | 1 | $38.00 | $6,536.00 | $6,536.00 | 40 | 4.3 |
| Payroll Burden Rate of Maintaining In-House Employees (Based on 33% of Basic Compensation) | | | $4,820.06 | $26,021.05 | | |
| | | | **Estimated Costs if done In-House** | **$104,872.73** | | |
| | | | **Costs with Synapse** | **$32,500.00** | | |

**Estimated Savings per month if Outsourced to Synapse**

**$72,372.73**

**Estimated Savings per year if Outsourced to Synapse**

**$868,472.81**

SYNAPSE REVENUE CYCLE MANAGEMENT

## Comparison between the Previous Billing and Synapse

| Procedure authorization Denial Percentage | | | | |
|---|---|---|---|---|
| | Before Synapse | After Synapse | Total Count/Amount Improvement | Improvement Rate |
| **Denial Count** | 170 | **27** | 197 | 84% |
| **Denial Percentage** | 86% | **14%** | | |
| **Accuracy rate** | 14% | **86%** | | |
| **AR/ Balance** | $192,748.02 | **$29,902.00** | $162,846.02 | 84.49% |

**With Synapse's support, the Gastro clinic improved prior authorization procedure denials significantly, gaining an accuracy rate of 84% from 14%.**

# VIRTUAL FRONT DESK

Since Synapse began its initiative in November 2023 to tackle different front desk challenges, including voicemails, inbound calls, recalls, and referrals, the Gastro client achieved notable improvements.

| Voicemails | |
|---|---|
| **BEFORE SYNAPSE** | **AFTER SYNAPSE** |
| **Outstanding Voicemail** | **Daily Voicemail Count** |
| 1129 | 79 |

**IMPROVEMENT RATE:** **93%**

**With Synapse's support, the Gastro client has upheld a daily count of 79 voicemails, resulting in an improvement rate of 93%, while the average handling time of incoming calls was 20 minutes.**

| Recalls | | |
|---|---|---|
| **Recall Count** | **Scheduled** | **Unreachable Patient** |
| 3810 | 785 | 2305 |
| **Percentage** | 21% | 60% |

| Referrals | | |
|---|---|---|
| **Total Referrals** | **Scheduled/ Completed** | **Unreachable Patient** |
| 5042 | 1122 | 2965 |
| **Percentage** | 22% | 59% |

**Our steadfast dedication has led to 21% of successfully arranged appointments and 22% of the total referrals received in the first quarter of 2024. Synapse tries to contact unreachable patients three times before they are taken out of the system, as per client request.**

**Notably, our SMS Functionality is able to generate 11% (1,000+ Patients) of the scheduled rate for both referrals and recalls**

## What We Added to the Gastro Client

Since Synapse began its initiative in November 2023 to tackle different front desk challenges, including voicemails, inbound calls, recalls, and referrals, the Gastro client achieved notable improvements.

- Pre-collection call
- SMS functionality (Incorporate to Recall, Referrals and Scheduling)
- Scheduling audit / Staff process audit (Quality Assurance)
- 2 months ahead for recalled patient (Post Procedure Patient)
- Virtual Pre-Op Nurse

## We’re Reaching New Heights

As the partnership advances, our virtual front desk expands into an elite team that handles both office visits and procedures scheduling in 4 different locations with 13 providers, including APPs.