

# CASE STUDY

## The Challenge

A Berkeley-based dental practice was desperate. The practice's long-time biller was leaving to take care of her sick husband, and they were afraid that she would not return at all. When the dentist contacted Cosentus, her biller had already been out for a month and her A/R was stacking up rapidly. She was worried that this would cripple her practice—and she hadn't found a qualified new biller for over 30 days. Things were looking bleak.

## The Cosentus Solution

Then Cosentus stepped in with a thorough RCM analysis that detected glaring gaps in their documentation and errors in reporting. This was a problem we have seen before: with staffing shortages, poor data collection, and failures to keep up with AR, dental practices are struggling to stay afloat and provide for their office staff and patients.

Setting the groundwork for a deeply integrated partnership, we handled 100% of the practice's billing while office staff now had time to take over other patient duties. This required heavy work on the AR, finding missed claims, and lots of payment posting. But the work paid off.

## Results

In 4 months, we moved their collection ratio from 90% to an average of 112% and increased total collections by 21%—a whopping \$345k in the bank. This is money that, without Cosentus, they would not have had. Now, the future of our client is looking green—green with growth.