

# CENTAUR BILLING'S ICD-10 EXPERTISE RESOLVES OVER \$3 MILLION IN UNPAID CLAIMS FOR HEALTHCARE PROVIDER



## CHALLENGES

A healthcare provider was facing the challenge of unpaid claims and a large volume of low-balance claims across payers.



## AT A GLANCE

### Challenges

- Unpaid claims
- Large volume of low-balance claims across payers.

### Benefit

- Resolved more than 6,600 claims equaling \$3,165,925 in value.



"The team at Centaur Billing was always available to answer our questions and help us with any issues that came up... They're experts in their field and they made managing our revenue cycle super easy... We highly recommend them to anyone who needs a great team to support them!"

-Centaur Healthcare Client, Alabama



## SOLUTIONS

The team at Centaur Billing discovered that the root cause of the problem was a change in the ICD-10 codes, which are reviewed and updated by CMS every October.

The team leveraged their expertise and resubmitted all claims with the correct and active diagnosis codes.

## OUTCOMES

By addressing the root cause of the problem and providing a long-term solution, Centaur Billing was able to help the healthcare provider achieve their financial goals and enhance their patient experience.