

# How One of the Largest Health Systems in Texas Cleared 18 Months of Backlogged Billing Record Requests in 60 Days

## Overview

In 2017, HealthMark Group began a partnership with one of the largest health systems in north Texas, an organization with over 350 points of access to serve patients in the region. From physician practices, acute care hospitals, outpatient facilities, and urgent care centers, the client offers a full range of services to over seven million patients.

Immediately prior to partnering with HealthMark, the client was dealing with an 18-month backlog for the completion of billing record requests. The system in place involved five internal employees processing only those requests called upon by attorneys - with an outdated process and insufficient capabilities to properly complete all required information in an efficient manner, the client was unable to get ahead and maintain a quick turnaround for the release of records.

## Approach

All responsibilities of handling overdue and future billing record requests were transitioned upon partnership to MedRelease™, HealthMark's proprietary record management platform. An internal team of specialists assigned to the client managed and processed all existing requests to quickly eliminate the backlog, all while handling incoming requests and remaining fully integrated with Epic, the client's EMR system. HealthMark currently services over 20 hospitals in the region.

The client maintains full access to a reporting dashboard within MedRelease™, which allows for complete transparency about the status of requests. The platform is fully secure and compliant, ensuring that all processes adhere to federal and state regulations to mitigate risk and ensure security of protected health information.

## Results



backlogged  
billing record  
requests  
managed in  
the first two  
months of  
partnership



average  
number of  
hours to turn  
around all  
billing record  
requests



average  
number of  
requests  
completed  
every 90 days

*Hours reflect total business hours.*

