

Child & Family Center Case Study: Reducing Claims Denials to Just 1.5%



At a Glance

Challenges

- High claims denial rates were taking precious time away from the Child & Family Center's critical work.
- Without a streamlined way to check claim validity, billing staff often didn't identify issues until after claims were denied—leading to lengthy reimbursement and resubmission processes.
- The agency needed a better way to proactively identify and resolve



I know from personal experience that our claims denial rate dropped when we went to Exym.

Ann Adams
EHR Billing & Support
Coordinator, Child & Family Center

Solution

- **Advanced Validity Checks:** Exym's robust billing validation system catches errors before submission, flagging likely denial reasons so staff can fix issues proactively.
- **IBHIS Integration:** Seamless, best-in-class integration with IBHIS ensures claims meet all county-specific requirements—reducing delays and rejections.
- **Color-Coded Funding Statuses:** Exym uses a clear, color-coded system to flag inactive Medi-Cal statuses and other claim issues early, saving staff from time-consuming reimbursement delays.
- **Insurance Eligibility Management:** The Child & Family Center now manages **270/271 insurance eligibility files** directly within Exym, reducing manual checks from **four times per month to just once per month**.

Results



Cleaner, More Accurate Claims

With Exym's pre-submission checks, the Child & Family Center significantly improved billing accuracy and reduced denials. In just nine months, the agency achieved an impressively low 1.5% claims denial rate.



Customized Billing Framework

Exym's team partnered with the Child & Family Center to implement a custom billing configuration, tailored to their agency's unique needs and compliance requirements. Longstanding issues that had caused rejections in the past were resolved through expert support.



Streamlined Workflow and Time Savings

By proactively identifying billing issues and minimizing manual insurance checks, Exym has helped the agency save time and reduce frustration—allowing staff to focus more on serving their community.

Key Outcomes

- 1.5% claims denial rate in just 9 months
- 75% reduction in insurance eligibility checks
- Streamlined billing process with proactive issue resolution
- Greater confidence in timely reimbursement

