



Case Study

Optimizing Front-End RCM Operations for a Sleep Diagnostic Center

EXECUTIVE SUMMARY

A leading Sleep Diagnostic Center in Florida partnered with SunKnowledge Inc. to address major inefficiencies in its front-end operations. The practice was struggling with a backlog of patient referrals and documents, delays in eligibility verification and benefits checks, slow prior authorization turnaround, and missed scheduling timelines. These bottlenecks created delays in patient testing, dissatisfied referring providers, and interruptions in both care delivery and revenue flow.

SunKnowledge introduced a structured process audit, manpower optimization, and skill-based task allocation to eliminate these backlogs and achieve a Day Zero SLA (<24 hours turnaround) across all key activities. As a result, fax processing capacity increased by 300%, insurance verifications scaled 10x, and scheduled appointments doubled – stabilizing the practice's revenue flow while ensuring patients received timely care.

IMPROVEMENTS AT A GLANCE

300%+
increase in faxes processed weekly

10x
scale-up in insurance verification & prior authorization capacity

100%
increase in patient appointments scheduled

<24-hour
SLA achieved across all activities

CHALLENGES

The center reported multiple operational pain points:

- ❶ **Backlog of faxes** – hundreds of patient referrals and medical documents left unaddressed.
- ❷ **Delays in chart creation and verification**, leading to treatment postponements.
- ❸ **Slow eligibility verification & benefits determination**, impacting care timelines.
- ❹ **Missed scheduling timelines**, delaying both home and in-lab sleep studies.

These inefficiencies caused a cascade of problems – delayed diagnostics, frustrated providers, and lost revenue opportunities.

ANALYSIS AND APPROACH

- ❶ **Step 1: Comprehensive Process Audit**
 - Tracked end-to-end time from fax receipt to completed chart.
 - Identified delays across intake, insurance verification, and scheduling.
- ❷ **Step 2: Backlog Clearance**
 - Deployed a dedicated fax triage team to eliminate pending document queues.
- ❸ **Step 3: Workflow Optimization**
 - Intake specialists corrected missing patient data in real time.
 - Eligibility verification and prior authorizations initiated promptly.
 - Patient outreach began within 10–12 days of referral receipt.
- ❹ **Step 4: Man-Hour Optimization**
 - **Fax Management:** 200–240 documents/day per FTE (1,000–1,200 per week).
 - **Intake:** 40–45 charts/day per FTE (200–225 per week).
 - **Insurance:** 32–48 charts/day per FTE (160–200 per week).
- ❺ **Step 5: Strategic Task Allocation**
 - Tasks assigned by specialization (fax, intake, insurance, scheduling).
 - Staff aligned with specific insurers for faster turnaround.
 - Dedicated schedulers ensured maximum appointment conversions.

Metric	Before Optimization	After Optimization	Improvement
Faxes addressed	500–600/week	3,000+/week	300%+ Increase
Insurance verifications & authorizations	100–125/week (1 user)	1,120–1,400/week (7 users)	10x Scale-up
Appointments scheduled	300/month	600+/month	100% Increase

HIGHLIGHTS

- ✔ TAT reduced to <24 hours (Day Zero SLA).
- ✔ Backlog eliminated; workflows stabilized for ongoing consistency.
- ✔ 3x improvement in fax processing, 10x increase in insurance handling.
- ✔ Doubled appointment throughput, directly boosting revenue and patient satisfaction.

KEY SUCCESS FACTORS



Structured manpower allocation with specialization.



End-to-end process audits and time tracking.



Rapid backlog clearance.



Proactive patient outreach and scheduling discipline.

CONCLUSION

This case study highlights how targeted **front-end process transformation** – particularly in fax management, intake, eligibility verification, and scheduling – can deliver dramatic improvements in efficiency, throughput, and revenue for a high-volume sleep study practice. By eliminating operational bottlenecks and instituting a **predictable, scalable workflow**, SunKnowledge enabled the center to deliver timely patient testing, improve provider satisfaction, and secure stronger revenue capture.