



# Case Study

## Stabilizing Payment Posting Operations for a Radiology Provider Group

### EXECUTIVE SUMMARY

A New Jersey-based radiology provider group partnered with SunKnowledge Inc. to overcome serious payment posting inefficiencies that were disrupting revenue flow. The client faced a large backlog of manual EOB (Explanation of Benefits) entries, slow turnaround times, frequent claim denials, and missed revenue opportunities due to unposted balances.

SunKnowledge implemented structured backlog clearance, proactive resource allocation, payer-specific training, and transparent reconciliation practices. The results were dramatic: the backlog was eliminated, productivity exceeded benchmarks by 250%, and trust was rebuilt with the client, leading to expansion of the engagement from 4 FTEs to 18 FTEs within two years.

### IMPROVEMENTS AT A GLANCE

**250%**

Higher productivity than client benchmarks

**100%**

Clearance of EOB posting backlog

**350%**

FTE growth in billing operations over two years

## CHALLENGES

The provider group reported multiple payment posting pain points:

- ❶ **High backlog of EOBs** that delayed posting and cash flow recognition.
- ❷ **Cash flow disruption** due to late posting of payments.
- ❸ **Increased claim denials** as mismatched or outdated data went uncaught.
- ❹ **Missed revenue opportunities** caused by unposted EOBs, leading to underbilling and lost follow-ups.

## ANALYSIS AND APPROACH

- ❶ **Step 1: Backlog Clearance**
  - Prioritized **high-value and time-sensitive EOBs**.
  - Focused on clearing older entries first to prevent revenue leakage.
- ❷ **Step 2: Proactive Resource Allocation**
  - Anticipated volume spikes and deployed staff ahead of time.
  - Expanded FTE capacity as workload stabilized.
- ❸ **Step 3: Daily Reconciliation & Dashboards**
  - Ensured posted payments matched batch deposits through routine reconciliation.
  - Provided client with transparent dashboards to monitor posting progress
- ❹ **Step 4: Payer-Specific Training**
  - Conducted targeted training on payer rules (Medicare, Medicaid, BCBS, Aetna, UHC).
  - Weekly quizzes and scenario-based training improved adjustment and denial code handling.
  - Special focus on **CO (Contractual Obligation), PR (Patient Responsibility), OA (Other Adjustments)**, and rejection codes.

Metric	Client Target	Achieved	Impact
Service lines posted per FTE/day	300	~700	250% higher productivity
Backlog of unposted EOBs	Thousands pending	Cleared in initial months	Eliminated bottleneck
FTEs in billing operations	4	18 (within 2 years)	350% team growth

## HIGHLIGHTS

- ✔ Backlog eliminated within first months of engagement.
- ✔ Productivity sustained at more than **2.5x benchmarks**.
- ✔ Strong operational stability restored for payment posting.
- ✔ Expanded scope to include additional billing processes.

## KEY SUCCESS FACTORS



Prioritization of high-value backlog to quickly stabilize cash flow.



Payer-specific code training and continuous staff development.



Transparent reconciliation and reporting via dashboards.



Scalability of resources aligned to client needs.

## CONCLUSION

This case demonstrates how **structured backlog clearance, proactive task allocation, and rigorous payer-specific training** can transform payment posting performance. SunKnowledge not only eliminated operational instability but also built a foundation of trust that expanded the relationship significantly. By exceeding productivity benchmarks and restoring financial stability, SunKnowledge established itself as a long-term strategic partner in the provider's revenue cycle.



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