

FGC+

75% More Cases Processed, 70% Less Cost

Client Background

The client is a health service agency offering services like palliative care, physical therapy, occupational therapy, wound care, and hospice care. The client needed more staff to effectively manage medical support processes, augment the workload of current employees, and address the backlog of cases that was causing a delay in processing claims, bills, and payments.

Outsourcing Need

At the height of the COVID-19 pandemic, the client partnered with FGC+ to acquire a team of medical support personnel. At the time, the healthcare industry was experiencing unique challenges including a shortage of medical workers, increased vulnerabilities of patients, and a surge in cases. The client's foremost need was to scale their existing operations quickly, without sacrificing quality and patient care.



Partnering with FGC+

The client selected FGC+ as their outsource partner because of the company's extensive experience in providing medical support. FGC+ recruited, hired, and managed a dedicated team of registered nurses and healthcare professionals. The team's medical background and FGC+'s prompt deployment of proven process workflows and training programs enabled the client to scale operations and manage the increased capacity at a fraction of the cost.



Outsourcing Approach

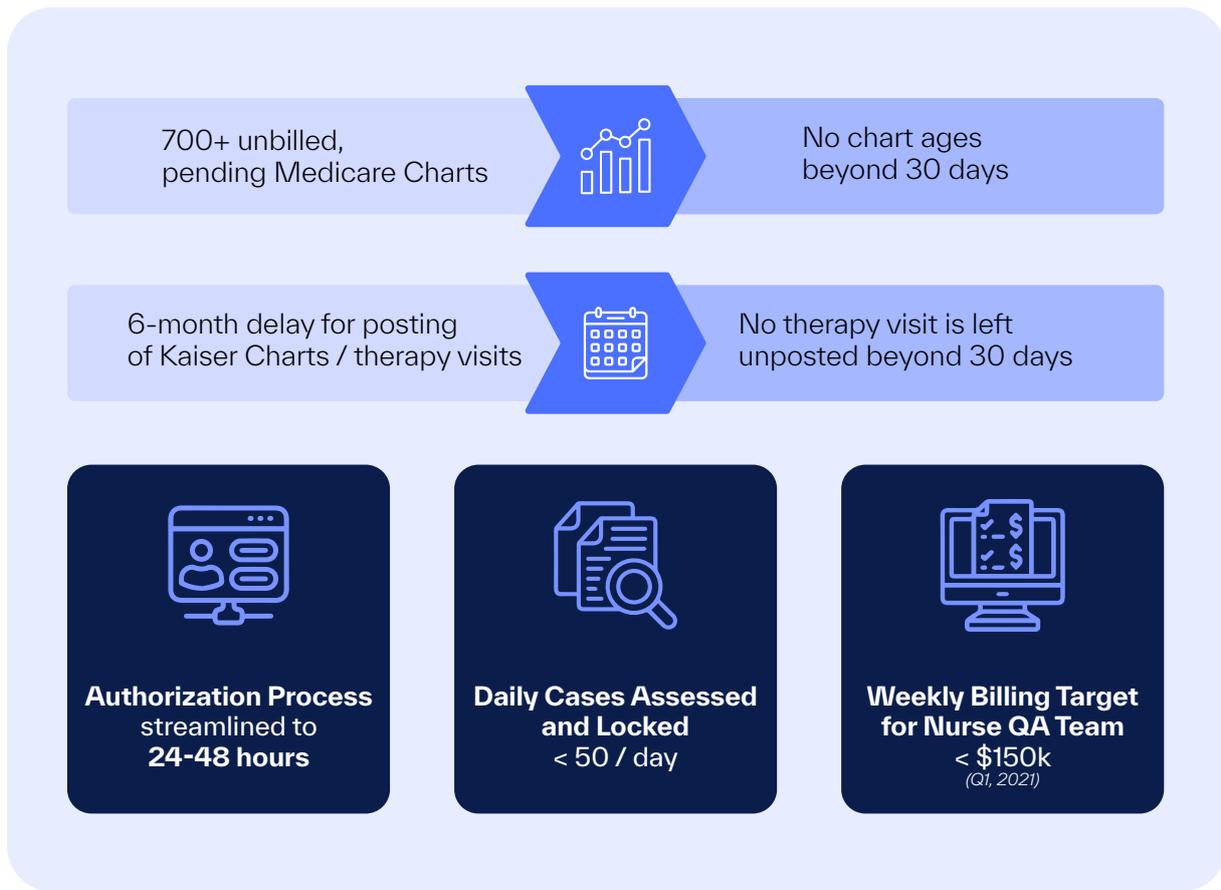
The Philippines is known as the biggest producer of nurses worldwide¹, graduating approximately 200,000 students² each year. With three office locations in the Philippines, FGC+ is readily available to access this abundant talent pool and quickly recruit qualified nurses and other healthcare professionals required of the outsourced roles.

The client partnered with FGC+ for an initial team of seven healthcare professionals. They quickly expanded the team to include:

- Nurse Quality Assurance (QA) Specialists
- Case Managers
- Billing Administrators
- Authorization Coordinators
- Customer Service Representatives
- Case Manager Assistants
- Therapy Care Coordinators

The scope and responsibility of each role varied from patient-related care to back-office duties, including tracking medical charts, reviewing therapy frequencies, scheduling physician follow-ups, and preparing discharge authorizations. The client's FGC+ team was integral in expediting the billing process (see Figure 1), resulting in the timely collection of payments from insurance agencies.

Figure 1.
Process Improvements by the FGC+ Outsourced Team



The FGC+ medical support team improved efficiency by reducing chart aging and unposted visits to under 30 days, streamlined authorizations to 24-48 hours, and assessed more than 50 cases daily.

The improved efficiencies also come at a lower cost (see Figure 2). For comparison, in the US, the average nurse case manager earns \$70,624.00 (USD) annually³. This compensation does not include overtime pay, benefits, and other overhead costs. Whereas with an FGC+ professional, the client is billed a flat monthly fee per nurse case manager for an average cost savings of **71.55% per hired resource**.



Figure 2.

Comparison of Onshore RN Case Manager Vs Outsourced RN Case Manager, Annual Income



A Winning Partnership

By partnering with FGC+ the health service agency was able to scale their capacity, significantly streamline operational processes, and reduce staff costs by over 71%. In addition, FGC+ achieved a 90.6% CSAT (Client Satisfaction Survey) rating with this client and are projected to add more professionals to the team by the end of the year.

1. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC1955369/>
2. <https://www.senate.gov.ph/lisdata/2439220984!.pdf>
3. <https://www.indeed.com/career/registered-nurse-case-manager/salaries>

