

Healthcare Financial Services Client Saves Over \$160k Monthly by Outsourcing with FGC+

Client Background

The client is a top financial services provider for skilled medical and nursing communities across the U.S. For over a decade, their firm has provided revenue cycle management for these communities to ensure their financial stability and operational efficiency and allow them to focus on providing world-class patient care.

In those 10+ years, the client has kept an unparalleled focus on building greater futures with their clients, enabling them to provide the quality care that their patients deserve. Their motto says it all: “Your mission is to provide world-class care. Our job is to unlock the time and resources you need.”

- Industry: **Medical Billing and Finance**
- Years in Business: **10+ years**
- Location: **Lakewood, New Jersey**
- Company Size: **51-200 Employees**

Challenges to Innovation

In making sure that their operations retained a smooth and steady course, the client understood the importance of a large-scale team that could cover important **back-office medical tasks** such as:

- Medicare/Medicaid Billing
- HMO Billing
- Claims Tracking
- Accounts Payable

Their nationwide focus created challenges in filling roles that required constant travel between multiple offices and practices. Training and hiring for these positions were tough due to candidates being spread across various cities. So, the strategic solution was to centralize operations with an offshore team acting as a liaison between clients and financial institutions. These roles also demanded high expertise, professionalism, and a customer-centric approach.

The cost to hire and maintain a U.S. based staff for a wide-scale operation proved to be an extensive investment, so a more cost-effective solution was needed to ease their burden.

Outsourcing with FGC+

Considering their limited staff resources, the client partnered with FGC+ to outsource several medical billing-related positions. After assessing their specific needs and identifying the required roles, FGC+ presented them with these key positions:

- Medical Billing
- Managed Medicaid Billing
- HMO Billing and Tracking

These roles would encompass the bulk of their billing and tracking operations across the country, including, but not limited to:

- Medical Biller, Census Management Pro
- Managed Medicaid (MMCD) Biller, MMCD AS
- HMO Pro, Assistant Tracker

Position	Medical Biller
Average New Jersey Rate (Monthly)	\$4,916
FGC+ Rate (Monthly)	\$1,796
Cost Savings	\$3,120
Cost Savings (%)	37%
Outsourced Staff Members	54 people
Total Savings	\$160,000+
Total Savings in a Year	\$2,000,000+

Fig. 1: Comparative analysis of rates in NJ vs. rates offered by FGC+ (monthly) and the cost savings achieved (monthly and annual)



37%
Cost Savings
Achieved



54
Outsourced Staff
Members

To date, the client has hired a total of **54** outsourced staff members under FGC+. With that size of outsourced staff members in their roster, the client reduced their payroll expenses by over \$100k a month or over \$2M annually, an average yearly savings of **37%**.

Opportunities for Expansion

The client's nationwide operation only continues to grow. Identifying opportunities for expansion, they aim to cover more areas across the United States — signaling a need for a further increased headcount. This direction has prompted them to expand their outsourced team with FGC+, with **16** additional trainees currently on board.

Conclusion:

Partnering with FGC+ has been a strategic win for the client. They achieved significant cost savings, averaging 37% in annual savings. These positive results underscore FGC+'s effectiveness as a scalable outsourcing solution.

Empowered with a skilled team of medical billing experts from FGC+ and more streamlined operations, the client continues to successfully support sustainable financial operations for medical and nursing communities across the United States.

