

Success Story: Neo EnTrust's Impact on Reviva Health Care's Operations

Background

Reviva Health Care, a prominent provider of healthcare services, faced growing challenges in managing its back-office operations. To focus more effectively on patient care, they partnered with Neo EnTrust, a specialized BPO provider, for services such as billing, claims management, patient data processing, and regulatory compliance. Neo EnTrust's goal was to streamline Reviva Health Care's operations, reduce costs, and increase data security, ultimately allowing the healthcare provider to dedicate more resources to enhancing patient satisfaction.

Key Performance Improvements (One-Year Period)

1. Operational Efficiency

- **Goal:** To streamline operations and minimize administrative workload.
- **Results:** Neo EnTrust improved operational efficiency, reducing the average time spent on billing and claims processes by 40% over the year. This enabled faster revenue cycles and fewer delays, significantly easing Reviva Health Care's administrative burden.

Table for Visualization:

Month	Avg. Billing Process Time (hrs)	Avg. Claims Process Time (hrs)
Start Year	8	12
Mid Year	5	8
End Year	4.5	7

2. Cost Savings

- **Goal:** Lower the financial costs associated with in-house administrative functions.
- **Results:** By outsourcing to Neo EnTrust, Reviva Health Care saw a 25% reduction in overall back-office expenses. The streamlined outsourcing model led to tangible cost savings without compromising on quality.

Table for Visualization:

Quarter	In-House Back-Office Costs	Neo EnTrust Costs	Savings %
Q1	₹180,000	₹60,000	67%
Q4	₹90,000	₹40,000	56%

3. Enhanced Data Security Compliance

- **Goal:** Ensure secure handling of sensitive patient information and maintain high compliance standards.
- **Results:** Neo EnTrust implemented a robust, compliance-oriented security framework, achieving a 98% compliance rate in data security by year-end. This was crucial in preserving Reviva Health Care's reputation and mitigating risks related to patient data.

Table for Visualization:

Month	Data Security Compliance (%)
Start Year	85
End Year	98

4. Improved Customer Satisfaction

- **Goal:** Free Reviva Health Care to focus more on patient care by offloading back-office tasks.
- **Results:** With Neo EnTrust managing administrative operations, Reviva Health Care achieved a 30% boost in patient satisfaction, as healthcare providers could now dedicate more time to direct patient interactions and quality of care.

Table for Visualization:

Period	Patient Satisfaction (%)
Before	70
After	90