

NextAccel's Journey to RCM Process Excellence with a Leading Point-of-Need Ophthalmic Clinical Trial Solutions Provider

SUCCESS STORY

When a clinical trial solutions provider partnered with NextAccel in November 2024 to manage its Revenue Cycle Management (RCM) process, the initiative began with a shared vision — to strengthen operational efficiency, ensure accuracy in insurance management, and scale for future growth. The journey, however, was not so easy-going.

Challenges in the Transition Phase:

The RCM domain is inherently complex. Insurance eligibility verification requires navigation of multiple payer databases and constantly evolving coverage rules. Claim submission demands strict adherence to coding standards, documentation requirements, and compliance protocols. Payment posting and reconciliation must balance accuracy with throughput.

When NextAccel assumed responsibility for the provider's RCM operations, these complexities surfaced immediately as operational constraints:

- **Error Rate:** 5-7% across insurance eligibility checks, claim submissions, and payment processing
- **Limited Throughput:** Daily capacity restricted to 13 eligibility checks, 10 claim submissions, and 3 payment updates
- **Process Immaturity:** Limited documented SOPs, inconsistent training, high dependency on individual expertise
- **Quality Variability:** Different claim types produced wildly different accuracy rates, creating unpredictability

These challenges weren't unique to NextAccel's operation—they're endemic to the RCM industry during transition periods. However, they created a critical constraint: scale was impossible without first establishing foundation-level reliability.

Turning the Tide: Achieving Zero Error and Building Consistency

NextAccel deployed enterprise-grade process mapping to translate tacit knowledge into systematic procedures. This included:

- End-to-end workflow maps for all major RCM activities (eligibility verification, claim submission, payment posting, denial management)
- Standardized checklists to ensure consistency across team members
- Quality control gates at critical decision points
- Exception handling protocols for non-standard claim types

The goal was simple but powerful: remove dependence on individual expertise and replace it with institutional process discipline.

NextAccel's RCM team demonstrated consistent accuracy and reliability — a hallmark of operational maturity.

The results emerged gradually, then accelerated. By April 2025, a defining milestone was reached: NextAccel achieved zero errors across all RCM workflows and maintained 100% accuracy consistently.

Scaling Operations and Driving Business Impact

Having achieved process stability, the focus shifted to scalability and throughput improvement. With the operational foundation solid, the provider then began routing significantly higher volumes to NextAccel.

The performance metrics tell a compelling growth story:

ERROR RATE:

5-7% → 0% which means Zero compliance violations or audit findings

INSURANCE ELIGIBILITY CHECKS:

Scaled from 286/month to ~690 cases/month

CLAIM SUBMISSIONS:

Increased to an average of ~500 cases/month

MONTHLY CLAIM VALUE:

Expanded from \$10,000 to \$95,000

Key Differentiators and Value Proposition

NextAccel's differentiation lay in its structured and data-driven approach:



SYSTEMATIC PROCESS DISCIPLINE

Not just error-catching, but error-prevention through institutional process design



INVESTMENT IN PEOPLE

Training that builds domain expertise, not just procedure compliance



PERFORMANCE TRANSPARENCY

Dashboards and metrics that create accountability and enable rapid optimization



PARTNERSHIP ORIENTATION

Viewing client success as mutual success, not transactional delivery

Outcome and Client Impact

For the clinical provider, the impact was immediate and transformational.



Significant improvement in cash flow predictability and claim turnaround time.



Elimination of rework and resubmission cycles, leading to faster revenue realization.



Confidence to scale RCM operations without compromising on quality or compliance.

With consistent 100% accuracy and steadily increasing volume capacity, NextAccel has established itself as a strategic RCM partner, setting the foundation for process excellence and scalable revenue outcomes in the healthcare operations ecosystem.

