Case Study

ImpTrax Cuts RTech's Manual Work by 73% with Custom Software Solutions for Healthcare Revenue Discovery & Protection Processes

"I couldn't be more satisfied. I wholeheartedly endorse the work that ImpTrax and Munawar has done for us."
Todd Langer, President of RTech Healthcare Revenue Technologies, Inc.

CLIENT PROFILE

➔ RTech Healthcare Revenue Technologies, Inc. is a technology driven company that offers post-service revenue protection and revenue discovery solutions for healthcare service providers.

THE CHALLENGE

➔ To grow and become successful in their market, RTech needed to automate their workflows.

THE SOLUTION

➔ A suite of customized, automated revenue protection and revenue discovery systems along with a 12-year partnership.

THE RESULTS

➔ Decreased the amount of required manual work by 73%.

➔ Enabled the processing of more than 500 million transactions each month.

➔ Decreased turnaround time by 89%.

➔ Experienced 99.999% system uptime.

RTech Healthcare Revenue Technologies, Inc. ("RTech") is a technology-driven healthcare services company that offers post-service revenue protection and discovery solutions designed to maximize reimbursements and reduce uncompensated care costs for hospitals and healthcare systems of all sizes.

Founded in 1999 by a seasoned team of hospital industry executives, RTech uses technology and a systematic, structured process to help healthcare providers uncover hard-to-find, billable revenue and implement long-term improvements that generate future value.

THE CHALLENGE

RTech wasn't always a market leader. Back in 1999, when RTech was a small start-up, things were quite different. "In the old days, we were working off of Excel spreadsheets and Access reports," says Todd Langer, President of RTech. "Every process we performed was done by hand.

We had no automated systems at all. So, we were limited in the number of transactions we could handle on a monthly basis."

By 2004, Langer realized that RTech could not grow if they weren't able to handle vastly more transactions. That's when he began searching for help. "We needed more than just a programmer," Langer explains. "We needed someone who could come in, understand our business, and help us accomplish our objectives."

THE SOLUTION

Soon after he began his search, Langer found ImpTrax. "When we started analyzing RTech's business, we saw that they were missing huge opportunities because they were doing everything manually," says Abadullah, then Chief Software Architect at ImpTrax. "RTech had no systems, no infrastructure, and no enterprise-scale hardware. So, we immediately went to work learning their business and creating the processes they needed to begin to automate their transaction workflows."

Inspired by the improvements in RTech's systems, Langer invited Abadullah to join RTech as a consulting CSA, CSO, CTO, and then in 2012 as Chief Information Officer so that Abadullah could set RTech's long-term vision and take the organization to the next level.

While Abadullah worked internally, ImpTrax served as the technology provider of near-shore application development and support. "By using Artificial Intelligence and Nature Language Processing, we improved and automated RTech's processes so that analysts only had to manually interact with less than 1% of transactions each month," says Abadullah.

For more than 12 years, Abadullah has used his broad expertise to provide RTech with reliable and cost-effective systems development and support, helping to take RTech from a small organization with two standalone applications to a thriving company with 27 automated systems operating on an enterprise-class infrastructure.

THE RESULTS

By all accounts, the results that ImpTrax delivered were transformative. RTech's processes operate more efficiently and at a drastically lower cost per transaction.

Here are just a few highlights of how ImpTrax helped RTech reach its business objectives:

Decreased the Amount of Required Manual Work by 73%

By automating workflows with an artificial intelligence solution, ImpTrax decreased the amount of manual labor involved with interacting with transactions by 73%.

Accelerated Transaction Processing

Now, RTech is able to process more than 500 million transactions each month.

Decreased Turnaround Time by 89%

Another benefit from automation is that RTech has reduced the time it takes to handle transactions for each client by 89%. The work that used to take weeks can now be accomplished in 24-36 hours.

99.999% System Uptime

The Tier 4 Datacenter and system that ImpTrax put in place run 24/7 with 99.999% uptime.

When asked about his level of satisfaction with the services that ImpTrax provides, Langer responded without a pause. "I couldn't be more satisfied. I wholeheartedly endorse the work that ImpTrax and Munawar have done for us. On top of the expert solutions ImpTrax provides us, they also deliver excellent customer service. To have someone with Munawar's skill level always available for us is just amazing"

WHAT'S NEXT FOR RTECH?

In September 2016, TransUnion announced that it would be boosting its healthcare solutions through the acquisition of RTech.

In a statement released by Jim Peck, Transunion's president and Chief Executive Officer, he said that, "The right data and technology can offer great insights to help healthcare providers maximize reimbursement and cash flow, enabling them to put more focus on the patient. Joining forces with RTech . . . adds powerful new capabilities to our already-strong healthcare business, consistent with our long-term strategy."

Everyone at ImpTrax, especially Munawar, is proud to have been a part of RTech's long journey towards success.

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> "
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> **Todd Langer**
> President,
> RTech Healthcare Revenue Technologies, Inc.