

Dekhtyar, M.D., SC & Associates combines RCM & payor contracting services to improve revenue

96% increase
in receivables

2% claims
denial rate



Aleksandr Dekhtyar, M.D., SC & Associates

Provider Type

Private general psychiatrist

Specialty

personal growth and well-being enhancement,
couples' therapy, marriage counseling, life coaching
for people in crisis, psychological improvement in
patients' lifestyles

Headquarters

Elgin, IL

About Aleksandr Dekhtyar, M.D., SC & Associates

Dr. Dekhtyar is a private general psychiatrist affiliated with multiple behavioral health centers and mental health clinics in Elgin, IL, on the northwest side of Chicago. His team's services include personal growth and well-being enhancement as well as couples' therapy, marriage counseling, and life coaching for people in crisis as well as those who seek a psychological improvement in their lifestyle.

Key Services Used

Revenue Cycle Management (RCM)

Billing Services

92% "clean claims" -
claims approved on the
first submission

Client Need

The client approached PayrHealth with a number of pain points they wished to find solutions for. These included: filing claims in a timely manner, following up on unpaid receivables on the A/R books, clarifying and solidifying financial procedures, implementing more accurate and consistent patient billing practices, enhancing the ability for patients to inquire about payments and comments, making claim turnaround time faster, creating a regulated and consistent payment auditing process. In general, the client wanted a more consistent, transparent, and actionable way to process payments and interact with patients than their own systems and processes had allowed them to up until this point.

PayrHealth's Solution

PayrHealth's solution was to enroll Dr. Dekhtyar into our comprehensive Revenue Cycle Management (RCM) solution to offload the responsibility of in-house team members to create repeatable, consistent procedure standards in financial records and patient relationship management. Our internal infrastructure took over their billing services and extended the service offerings they could provide for their patients while reducing the administrative burden of tedious and confusing tasks.

Client Outcome

Once PayrHealth took over, the receivables increased by 96%. Since partnering with PayrHealth, Dr. Dekhtyar's practice has achieved a 92% "clean claims" ratio, meaning the claims we submit on their behalf are overwhelmingly approved on first submission, reducing the time they're reimbursed to less than two months on average. We've also helped their practice achieve a 2% claims denial rate, and with our automatic resubmission policy, the total number of unbilled claims falls to 0.6%. In addition to these quantitative victories, we've also helped their office staff re-focus on what matters most to Dr. Dekhtyar's mission: providing excellent patient care. Instead of processing paperwork and organizing filed and unfiled claims, they're able to handle office calls and other communication and better relate to patients, enhancing the patient experience and quality of care.