



MUSTANG
SOLUTIONS

CORPORATE VIEW . 2026

— OFFSHORE REVENUE CYCLE MANAGEMENT

Expertise. *Execution.* Excellence.

Mustang Solutions delivers end-to-end offshore RCM expertise to US physician groups, health systems, and billing organisations — backed by 35+ years of combined US healthcare experience.

35+

Years Combined
US RCM Experience

20+

Specialty Billing
US RCM Experience

30

Day Pilot
No Commitment Required

"We do not just know US healthcare RCM. We have lived it — on your side of the table."

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The US RCM Crisis is an *Opportunity*

US healthcare providers are facing an unprecedented convergence of denial rate increases, chronic staffing shortages, and rising payer complexity. Organisations navigating this successfully are those investing in expert offshore delivery partners – not generic BPOs.

\$34B+

RCM Outsourcing Market 2025

Projected to nearly double within four years. 70% of hospitals expanding.

88%

Providers Citing Denials as #1 Problem

HFMA/Guidehouse 2026 Survey. Denial rates 15–20% at many institutions.

66%

Outsourcing All or Part of RCM

Workforce shortages cutting team capacity by 20–30% at many sites.

30 - 60% *Cost reduction vs maintaining a full in-house billing team. The financial case for offshore RCM is unambiguous in 2026*

80%

Of prior auth denials eventually overturned on appeal. The revenue is there – the problem is operational bandwidth.

\$10k

Average cost to replace one billing specialist. With 11–40% annual RCM turnover, the revolving door never stops.

**60 - 90
days**

Before a new billing hire is fully productive. Revenue lost during that gap is uncapped and largely invisible.

Built by *Insiders.* Delivered with Precision.

Mustang Solutions is not a generic BPO. We are a specialist offshore RCM company built by professionals who spent decades **on the US client side** — in physician groups, health systems, and RCM organisations — before building a delivery team to solve the problems they lived firsthand.

Our combined **35+ years of US healthcare RCM experience** spans client services, transitions, domain training, operational leadership, and strategic planning. When we say we understand your world — we mean we have sat in your chair.

01 DOMAIN DEPTH

35+ years combined US RCM experience. We know payer rules, specialty nuances, and denial patterns from the inside — not from a training manual.

02 STRUCTURED TRANSITIONS

Every engagement begins with a disciplined transition plan. No dropped balls, no learning curves at your expense. We own the onboarding.

03 DAILY ACCOUNTABILITY

Daily AR ownership, transparent reporting, and direct access to your dedicated team. Real-time operational partnership — not weekly batch updates.

End-to-End *RCM* Delivery.

From charge entry through final payment collection – we manage the complete revenue cycle as a dedicated extension of your team. Every service line is backed by certified billers, coders, and AR specialists with deep US payer knowledge.

B**MEDICAL BILLING & CHARGE ENTRY**

Accurate, timely charge entry across all specialties. Clean claim submission targeting 95%+ first-pass rates. Physician, hospital, and multispecialty billing expertise.

AR**AR FOLLOW-UP AND COLLECTIONS**

Aggressive, structured AR follow-up by payer, age bucket, and denial type. Reduction of days in AR and recovery of aged balances through systematic working of every claim.

D**DENIAL MANAGEMENT AND APPEALS**

Root-cause denial analysis, appeal letter writing, and payer follow-up. Pattern identification to prevent recurring denials before they happen – not just after.

P**PAYMENT POSTING AND RECONCILIATION**

Accurate ERA and EOB posting. Contractual adjustment analysis. Secondary billing. Patient balance identification and statement management.

D**MEDICAL CODING**

ICD-10, CPT, and HCPCS coding across multispecialty environments including behavioral health, home infusion, radiology, SNF, and internal medicine.

Not a Vendor. A *Strategic* Extension.

US DOMAIN EXPERTISE

Our team carries 35+ years of combined US healthcare RCM experience across client services, transitions, denial management, and operational leadership. We trained on US healthcare from the inside, not from documentation.

ZERO TURNOVER RISK

Your dedicated offshore team eliminates the 11–40% annual billing staff turnover problem permanently. No recruitment costs. No 60–90 day productivity gaps. No institutional knowledge walking out the door.

STRUCTURED ONBOARDING

Every transition is planned — not dropped. We document your payer mix, specialty billing rules, and denial patterns before processing a single claim. Your revenue cycle does not pause while we learn.

TRANSPARENT OPERATIONS

Daily reporting, direct team access, and real-time AR visibility. You see exactly what is being worked, what is pending, and what the financial impact is. No black box delivery.

*"Most offshore RCM failures happen because the delivery team understands billing processes — but not **US healthcare**. That is the gap Mustang Solutions was built to close."*

How we *Onboard* & *Deliver*

A disciplined five-stage engagement model ensures every client relationship starts with complete alignment and delivers measurable results from week one.

1 DISCOVERY CALL - 20 MINUTES

We learn your practice setup, specialty mix, current pain points, and RCM priorities. No obligation – just a direct honest conversation to determine if there is a genuine fit on both sides.

- **No commitment required**

2 OPERATIONAL ASSESSMENT

We review your current billing workflow, payer mix, denial patterns, and AR profile – giving us the intelligence to build a transition plan specific to your operation, not a generic template.

- **Payer-specific analysis**

3 TRANSITION PLANING & TEAM ASSESSMENT

Your dedicated FTE team is selected and briefed on your specific requirements. Workflows are documented. Reporting cadence is established. Access credentials and EMR training completed before go-live.

- **Dedicated team assigned**

4 30-DAY-PILOT LIVE OPERATIONS

Full operations begin. Your team works live claims, AR, denials, and payments. Daily reporting from day one. Weekly performance reviews. Results visible in real time – not in a summary six weeks later.

- **Results from week one**

5 PERFORMANCE REVIEW & SCALE

At 30 days we review KPIs together – first-pass rate, denial rate, days in AR, collection rate. If results meet expectations we formalise and scale. The decision is always yours.

- **KPI-driven decision**

LIMITED AVAILABILITY - 2026

Start with *30 Days.*

No Risk.

We offer every new client a structured 30-day pilot engagement – full operations, dedicated team, daily reporting, and real performance data. Not a demo. Not a proof of concept. Actual live billing operations running for your practice, with results you can measure.

30 DAY PLOT

Full live operations – no reduced scope or limited access

0 LONG-TERM COMMITMENT

Required to start the engagement – the decision is always yours

100% DEDICATED TEAM

Your accounts, your AR, your reporting – not shared queues

SCHEDULE A DISCOVERY CALL

mustangsolution.com



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*Mustang Solutions is built with a clear purpose — to provide US healthcare organizations with offshore RCM expertise that truly understands their ecosystem, not just billing processes, but the **Complexities of US healthcare** as a whole.*

GET IN TOUCH



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