



Healthcare Business Insights

Part of
DECISION
RESOURCES
GROUP



White Paper Sponsored by



Process Claims Quickly and Accurately With One Comprehensive Solution

PROFILE



**Hayward Area
Memorial Hospital
& Water's Edge**

Right here in the place we love.

- Hayward, Wisconsin
- 25-bed critical access hospital
- Payer split: Medicare 46.9%, Medicaid 20.9%, Other 32.2%

Research shows that two of the top revenue cycle challenges healthcare organizations face are getting claims paid quickly and preventing denials. Delays in payment and denials result in high A/R and slow cash flow, hurting the financial health of healthcare organizations and threatening their ability to provide high-quality care. With finite resources at their disposal, revenue cycle leaders are naturally interested in solutions that can help them minimize denials and ensure claims are submitted and paid as soon as possible.

Located in northwest Wisconsin, Hayward Area Memorial Hospital is a 25-bed critical access facility that needed to improve its claim processing and denial management. In August 2019, the hospital implemented efficientC, a comprehensive solution that enables the organization to scrub claims more effectively, get paid sooner, and prevent denials.

"I love efficientC," said Sheila Itzen, director of patient financial services. "It's not something you would want to be without."

Everything in One

Itzen's first experience with efficientC occurred while in a similar role at another hospital. At the time, many healthcare clearinghouses were struggling with the conversion from the 4010 to 5010 EDI format. However, Itzen's previous employer did not experience any issues with the conversion, thanks to its use of efficientC. When she later joined Hayward Area Memorial Hospital, Itzen brought efficientC in for a group demo, along with two competing solutions. Compared to the competition, efficientC stood out as a more comprehensive solution that would enable Hayward Area Memorial Hospital to make several improvements at once.

Electronic Claims

For one thing, the hospital's revenue cycle team had still been using hard copy forms, meaning they would have to print the form, fill it out, and submit it along with the claim. With efficientC, the majority of claims and remittances are now electronic, and are managed from a single location. Not only are electronic claims faster to process, efficientC makes it easy to track the progress of any claim, and limits the opportunities for errors that happen with paper claims.

"There are less chances for billers to make an error on a claim, especially when they have to touch all the claims," Itzen said. "The less frequently they touch a claim, the more compliant we are, because it's coming out of our host system correctly."



97%

of efficientC claims are submitted to payers electronically

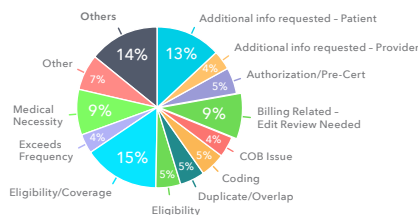
90%

of claims are matched to an 835 electronic remittance advice

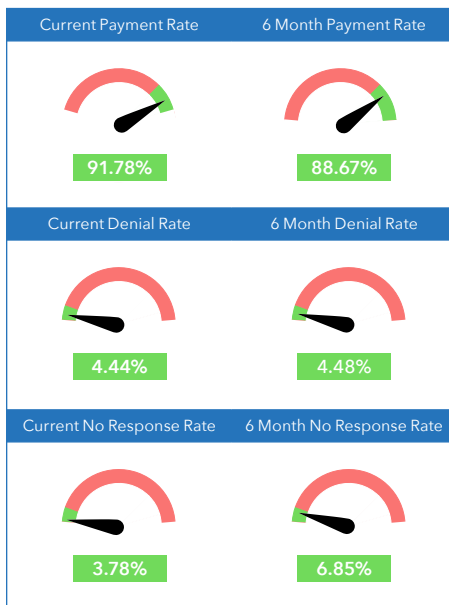
Performance: Overview of your revenue cycle health and KPIs

Calculations			
Resubmissions	Current Month 0.14%	6 Months 0.17%	Community 2.79%
Denied Dollars	Current Month 6.47%	6 Months 6.52%	Community 8.17%
Denied Claims	Current Month 3.93%	6 Months 4.17%	Community 6.34%
Clean Claims	Current Month 87.33%	6 Months 86.18%	Community 68.30%

Top 10 Denials: Most common denials, where you can drill down to payer and claim level detail



First Pass Yield: A snapshot of your payment success and denial rate over time



Automated Appeals

Previously, Hayward Area Memorial Hospital had to print out appeal forms, manually fill them out, and mail them to the payer with the claim. With efficientC, all the necessary components of an appeal are built-in based on payer contracts. A user can select a claim, access the data they need, and electronically submit the appeal.

Workers' Compensation

Before efficientC, for workers' compensation claims the team had to manually collect and attach medical records to file a claim. Now the process is electronic.

"That's another huge win, having the electronic claim attachments, so our workers' comp claims have the medical records," Itzen said. "It's all right there in efficientC."

More Than a Clearinghouse

With other claim processing applications, additional features, such as denial management and analytics, are all add-ons that increase costs. With efficientC, everything you need is included, enabling users to make informed decisions about claim edits, and be more responsive to denials for quicker resolution and payment.

Intuitive Dashboards

The dashboard analytics in efficientC focus on KPIs that are most valuable to the organization. In the case of Hayward Area Memorial Hospital, leadership can have visibility into the life cycle of each claim and rejection, while also monitoring how long it takes each payer to process claims, which is invaluable information to have during contract negotiations. Because efficientC emphasizes a high volume electronic remittance advice, it captures and reconciles a majority of claims data, which it translates into intuitive dashboards.

Effortless Implementation

As a web-based software as a service, efficientC keeps IT resources needed to a minimum. The implementation schedule is 6 to 8 weeks with very little disruption to staff's daily work. This is especially important for a smaller organization like Hayward Area Memorial Hospital, which has a modest IT team. In addition, the efficientC team laid the groundwork for a smooth implementation by setting up the hospital's payer enrollments in the application themselves.

Results

Going from paper to electronic claim processing has reduced turnaround time for Hayward Area Memorial Hospital, resulting in lower A/R days. The hospital is more compliant with payer requirements, since the claim scrubber checks everything before submission, reducing the potential for errors that were more common with a manual paper process. The ease of implementation has been a pleasant surprise for the hospital revenue cycle team.

"On day one we sent out our claims, and on day two we already had the Medicaid remittance attached to the claim," Itzen said. "That's not something we can put a price on but it's amazing."

About efficientC

efficientC is an EMR agnostic, SaaS application that houses clearinghouse, claim scrubber, account management work queues, remittances, claim analytics, and much more, providing a comprehensive handle on an organization's A/R. What makes efficientC the best choice is its claim scrubbing capabilities and enhanced analytics – a byproduct of claim and denial data reconciliation. This approach to revenue cycle management is why efficientC clients see GDRO in the 30s and 95% of their claims paid in less than 20 days. For more information, visit os-healthcare.com/efficientC.