Case Study
Jackson Hospital

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1523 Pine St.

Montgomery, AL 36106

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Decreased A/R days and Improved Cash

Jackson Hospital & Clinic, licensed for 344 beds, Jackson Hospital is a community not-for-profit hospital serving Montgomery and the Alabama River Region. Comprehensive healthcare services include cardiac, cancer, neurosciences, orthopedics and women's and children's care, along with 24-hour emergency services and ranks among the largest hospitals in Alabama and is widely recognized for providing excellence in care.

Challenge

The story begins in 1999. Jackson Hospital began using Cirius Prebill UB & 1500 plus ERA system. "Our A/R days were @ 95 -100. We reduced our A/R days over the next several years to a low of 32-33, daily touch rate for our billing staff fell to 8% - 10% per day for primary claims. We improved cash, built custom reporting from ERAs and implemented numerous custom edits", says Brad Jackson, PA Application Analyst at Jackson Hospital's Business Office.
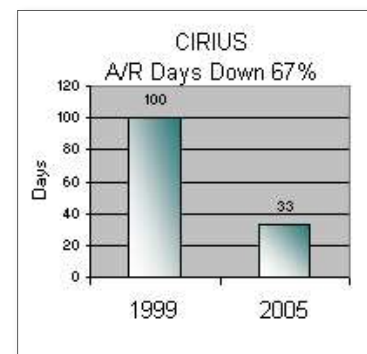
"In 2005 we were notified of a total HIS implementation including a new claim scrubber," continues Jackson. "Starting in July 2006 we were transitioned to this product and immediately saw the A/R jump to near 70 days, cash slowed and we began realizing the limitations this new product had."
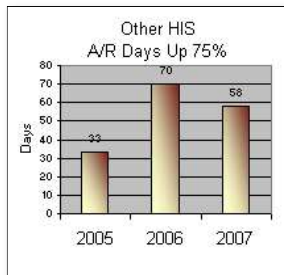
Opportunity

After a year-long battle to improve, Jackson Hospital was hovering around 58 days in A/R Billers were touching 60% of the claims to make corrections that the new claim scrubber could not handle.

"Our ERAs were never on time, running 2-3 days late. We logged hundreds of cases and phone calls to support and received slow and sometimes no response," reports Brad Jackson.

"In late 2007 we brought a system review team in (from that vender) to make sure we were using the product correctly. We were. The limitations were just that, limitations," explains Jackson.

At that point, the decision was made to re-purchase The Cirius Group products on a broader scale than before.

Return to Cirius

In February 2008 Jackson Hospital purchased and reinstalled Prebill UB04, Prebill 1500 and Electronic Remittance Advice (835).

This install was enhanced by additional Cirius software including Accelerated Secondary Billing, Eligibility and secondary & tertiary claim databases.

Jackson explains why they chose to add the enhancements, "We use direct connection for (Medicare, BlueCross, Tricare, Medicaid, UHC & a clearing house for the smaller payers). We also retrieve 835 ERAs from all the direct payers."

Results

Jackson Hospital A/R Days dropped back to around 38 - 41 and cash went up. The managers and staff are happy; billers are only touching 12% - 19% of daily claims including primary, secondary & tertiary claims.
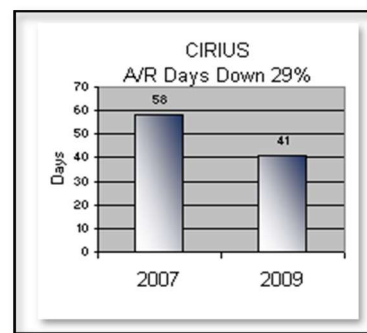
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Jackson Hospital Summary

Challenge:
- New host system
- New claim management
- New ERA process
- After usage new technology inadequate
- Limited flexibility
- Loss of CASH
- Increase of A/R Days
- Increased Staff Resources

Opportunity:
- Change of claim management system
- Change of ERA process
- Analysis of all claim data
- Evaluate PFS operations
- Improve all processes

Benefits:
- Happy Staff
- Excellent IT Support
  Experienced business partner
- Limitless technology
- Supplemental claims easy to bill

Results:
- Decreased Claim Touch Rate from 60% to 10%
- A/R Days decreased by 17
- Increased Cash Flow
- Better Quality Claim Data

"I can't say enough about the Cirius Group. Best product on the market. Support is tops, they never leave you hanging. If I can be of any further help, please email or call."

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Jackson Hospital Tru-D Smart UV Robot

To learn more about Cirius Group Revenue Cycle solutions or to request a consultation for your organization:

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