

Automation and integration are keys to revenue cycle success

Blessing Health System embraces integrated revenue cycle solutions and experiences real-time responsiveness and service excellence

Challenges

Blessing Health System was seeking better ways to ensure payment certainty, including reducing registration errors and providing patients with more accurate estimates for their care. With no real-time quality measures or scrubber products in place for registration, Blessing wasn't capturing eligibility and insurance benefit information until the day after registration, and it was done manually (phone call, website search), without verification.

Additionally, the patient estimation process lacked accuracy. When patients requested pricing up front, Blessing provided retail prices instead of prices based on actual contractual information. The result? High denials, low collections and a clean claim rate with much room for improvement.

Solutions

Blessing began looking at several vendors and solutions to help address these challenges and, subsequently, increase patient and staff satisfaction. Blessing selected Experian Health and an integrated suite of solutions including **eCare NEXT®**, **Patient Estimates**, **Patient Self Service**, **Patient Statements**, **Payer Alerts**, **PaymentSafe®**, **Registration QA**, and several patient financial clearance products as well. All charity cases are now integrated and flow automatically into the system to be processed.

Moving from a non-integrated workflow to an integrated one was well received among staff. It was a huge win to go from manual to automated, and the staff realized the value of learning the new system. Overall, there was also a change in attitude of accountability, with the new mantra being, "my error is now team error."

Results

- Point of Service (POS) collections increased by over 80%

- Clean claim rate increased from 63% to 90%
- Denials decreased by 27%
- Gross A/R decreased by an average of 28 days

"Experian Health provided our staff with a reliable, real-time registration error alerting process. Our overall registration accuracy rate has improved significantly since implementing eCare NEXT. We now have the tools we need to be successful in one, user friendly application."

—Jill Stroot, Director, Patient Access, Blessing Health System.

Blessing was pleased with the real-time response, excellent customer service and step-by-step support received from Experian Health. The partnership has allowed Blessing to expand from providing basic copays to calculating estimates for more complicated procedures, with outpatient surgery and inpatient stay estimates in development.

Some unexpected benefits include reporting and dashboard capabilities, which management has found very beneficial. These enable Blessing leaders to view data, including identifying missed estimates and copays, in a report format.

About

Blessing Health System is comprised of two hospitals, a physician group, a college of nursing, a charitable foundation and a group of medical specialty businesses. With a total of 2,979 employees, Blessing Health System is committed to excellence and offers quality, compassionate and comprehensive medical care, and places a strong emphasis on wellness.