

# How Does a Large Health System Drop Two A/R Days?

Build a partnership with a revenue cycle management company like SSI.



## Case Study

While exploring new alternatives in a revenue cycle vendor, Adventist Health discovered SSI. In comparison to past vendor relationships, Frank Long, Corporate Director of Patient Financial Services for Adventist Health, felt like he was dealing with real people while working with SSI. "A key difference is that we have access to almost anyone within the organization. They know who we are and they will talk to us at any time," said Long, who has access to the chief executive officer as well as some of the vice presidents. "We did not have this with the other vendor we had previously. Our association with SSI feels like a real partnership. It makes us feel important and, in turn, SSI is important to us."



### About Adventist Health

*Adventist Health is a not-for-profit, faith-based health care system headquartered in Roseville, Calif., just east of Sacramento. Affiliated with the Seventh-day Adventist Church, the facilities are located throughout California, Hawaii, Oregon (pictured above) and Washington. The Adventist Health network includes 17 hospitals with more than 2,800 beds, 25 rural health clinics, 14 home care agencies, numerous clinics and outpatient facilities, three joint-venture retirement centers (with a fourth on the way) and more than 17,500 mission-driven employees.*

To Long, the other companies that Adventist Health has worked with in the past felt simply like claims vendors. "SSI is a revenue cycle management company, not just a claims vendor. By switching to SSI, we were able to drop our A/R by two days, which is huge for an organization of our size," said Long. Adventist Health includes a total of 17 hospitals with more than 2,800 beds.

Long was also impressed with the implementation of SSI's products. During the implementation process and immediately following, none of the Adventist Health facilities increased their A/R days. "I don't think many vendors can come in and do that," he said, "there were very few hiccups and it was just a great partnership from the beginning."

While the deployment of SSI products did not affect staff reallocation or reduce FTEs, Long believes Adventist Health's facilities are putting out a better product to the payers as a result of the change. "By using SSI products, we have decreased the number of denials system-wide," said Long. "Our front-end processes are much improved and I'm sure we have had significant volume increases over what we did before."

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Frank Long, Corporate Director of Patient Financial Services

In addition, Long feels very comfortable with SSI's 5010 and ICD-10 initiatives. "SSI has some great talent and I am convinced that I have a vendor partner that will get the job done right. I tell people here that all the time," said Long. With X.12 5010 and ICD-10 on the horizon, Long plans to perform some training to better prepare and facilitate the transition. He anticipates relying on SSI as an integral partner to help guide Adventist Health through the process.

"SSI is made up of honest people who say what they mean and mean what they say. They have outstanding products that get the job done and the company is big enough to handle any size organization, yet small enough to provide good positive relationships," said Long. "If you are currently considering a revenue cycle/claims vendor, you need to take a look at SSI. Vendor relationships are so important in our daily work life at Adventist Health and it is really nice to have a great relationship with SSI."

### ClickON® Products Used

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- ClickON® Claims Status Module
- ClickON® Secondary Billing
- ClickON® Claims Audit Module
- ClickON® Confirmation Note Posting
- ClickON® Remit Posting
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### About The SSI Group, Inc.

The SSI Group, Inc. (SSI) is a national, diversified information technology company established in 1988. It maintains corporate headquarters in Mobile, Ala., and branch facilities in Clearwater, Fla.; Denver, Colo. and Chesapeake, Va. With approximately 385 employees and 2,200-plus clients nationwide, SSI leads the healthcare field in healthcare claims management technology, EDI platforms and networking. ClickON® technology has more than 200,000 built-in edits, delivers HIPAA-certified transactions from Claredi and has 800 payer connections. SSI's clearinghouse is EHNAC-certified. As a testament to the company's leadership, the company's technology processes 311 million transactions annually, totaling in excess of \$588 billion. The company offers a wide range of provider/payer/physician services and technologies for managing the revenue cycle - claims processing (ASP/Direct/Clearinghouse), document management and business office outsourcing for paper claims. For more information about SSI, please visit [www.thessigroup.com](http://www.thessigroup.com).

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