

# How Do You Eliminate the Need for Multiple Jobs and Manual Transaction Programming?

Using SSI's ClickON® LinX, Baystate Health has saved time and kept in sync with Siemens' Invision® Patient Accounting System.



## Case Study

Baystate Health originally relied on a variety of methods to get information into Siemens' Invision® Patient Accounting System. One strategy involved custom programming by Baystate's information systems department to extract, format and create jobs to process transactions. However, this approach required extensive knowledge of Siemens' Options Master List (OML) settings as well as the Invision file formatting of numerous record types and related components.

"When we are making decisions as to what changes will feed back, our staff needs to be aware of which fields are changing in Siemens," said Cheryl L. Shoum, System Administrator for Baystate Health. "Addresses for patient statements would be a good example of this."

To improve this process and increase accuracy, Baystate Health agreed to be an early adopter of SSI's ClickON® LinX, a product developed in collaboration between SSI and Siemens.

***"Our IT department has performed less manual programming. In addition, ClickON® LinX has reduced the amount of time staff has to spend entering manual comments and updating multiple systems."***

Cheryl L. Shoum, System Administrator



### About Baystate Health

Baystate Health consists of three hospitals with a combined total of 774 beds and an annual net patient service revenue in excess of \$1 billion. Baystate Medical Center, Baystate's largest hospital, is the leading healthcare facility in Western Massachusetts with a Level 1 trauma center and the region's only neonatal and pediatric ICU's. It also serves as the Western campus of Tufts University School of Medicine. Baystate Health includes Baystate Reference Laboratories, Baystate Health Ambulance, Baystate Medical Education and Research Foundation, Baystate Affiliated Practice Organization and Baystate Visiting Nurse and Hospice Association. Baystate Health has a monthly claim volume of 110,000 and experiences 42.7 net A/R days for Baystate Medical Center; 39.0 net A/R days for Baystate Franklin Medical Center; 37.6 net A/R days for Baystate Reference Laboratories; and 41.3 net A/R days for Baystate Mary Lane Hospital.

Specifically designed for Siemens HIS customers, ClickON® LinX has several components that interface into the INVISION®/UNITY® system to provide a smooth workflow for complete revenue cycle recovery and claims management. ClickON® LinX feeds information from claim and billing status changes performed in the ClickON® Technologies back to Baystate's Invision® Patient Accounting System in the format of standard record formats subject to editing within Siemens (transaction control errors).

"This eliminated the need for multiple jobs or dependence on staff remembering to put manual comments into Invision," said Shoum. "Changes to the claim data are tracked by SSI's Claims Audit Module and saved in real-time as users edit the claims."

Selected information is sent back to Invision on a daily basis using a Siemens File Generation job within ClickON® LinX. This information includes bill date note posting, manually-entered user comments and audit module feeds, which are manually programmed by Baystate's information systems department. All records chosen by the facility to be passed back are done consistently, formatted specifically for Invision processing and based on changes actually made to the claim in ClickON® LinX. Separate files are automatically generated for each hospital with a different hospital code.

Since its implementation, Baystate has experienced several immediate results with ClickON® LinX, saving their employees time and helping to keep the hospital in sync with Siemens. "Our IT department has performed less manual programming," said Shoum. "In addition, ClickON® LinX has reduced the amount of time staff has to spend entering manual comments and updating multiple systems."

**ClickON® Products Used**

- ClickON® Claim Status Module
- ClickON® Billing
- ClickON® LinX

### 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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