

How Do You Reduce Medicare Remits by 75 Percent while Lowering A/R Days?

For Fleming County Hospital, SSI ClickON® Technology alleviated the workload by addressing claims editing and transmission needs.



Case Study

The Fleming County Hospital patient accounting staff was searching for a vendor that could help process its entire healthcare claims electronically, not just the governmental and Blue Cross payers. The hospital was also determined to meet the HIPAA Transaction Code Set and improve its internal processes.

“Our A/R days are as low as 43”

ClickON® Technology from healthcare EDI vendor The SSI Group, Inc. (SSI) was chosen for the claims editing/transmission needs and secondary billing requirements of Fleming County Hospital. Claims are now edited through SSI's ClickON® Claims Editor and submitted through the company's national clearinghouse. Secondary bills are processed and sent using the ClickON® Secondary Billing application.

“In selecting a vendor that could meet our needs, we had several requirements that had to be met,” said Valerie Hurst of Fleming County Hospital's Patient Accounting department. “This included payer availability and secondary billing. HIPAA was also a big factor.”

Since implementing electronic billing solutions, Fleming County Hospital has experienced improved A/R days. Primary payers are now paying within seven to ten days of transmission and secondary payers are turning around payments in five days or less.



About Fleming County Hospital

Located in northeastern Kentucky, Fleming County Hospital is a 52-bed hospital serving the town of Flemingsburg and Fleming County. There are about 120 inpatient and outpatient registrations per day. The hospital primarily bills Medicaid and Medicare claims which represent about 65 percent of its claims volume.

“Our A/R days are as low as 43,” Hurst added. “We have experienced positive results since implementing ClickON® Technology nearly two years ago. The technology has alleviated some of the workload in the Patient Accounts Services department and improved some of the processes.”

Hurst specifically points to improvements brought about by the Medical Necessity edits. About 75 percent of the denials have been reduced on the Medicare remits. Another positive impact has been the overflow into other departments in the hospital. “We’re able to take the denials to the other department and help them understand what diagnosis codes to use or correct in the future,” she said. “We’ve also been able to help them understand what Medicare actually covers.”

As Fleming County Hospital’s patient accounting staff realizes the benefits received by implementing technology to help with claims editing and transmission, they are also looking down the road to the future. Other solutions are being explored to further strengthen the claims processing cycle and improve internal processes. One such solution would be utilized to facilitate accelerated secondary billing by determining the payment status of claims submitted to Medicare and other payers prior to remittance. New technology helped Fleming County Hospital realize improved claims editing/transmission capabilities, improving the hospital’s overall revenue cycle. Added benefits have been streamlined workflow and realignment of some internal processes. It’s anticipated that further enhancing claims technology will result in even more improvements and greater cash flow.

ClickON® Products Used

- ClickON® Claims Edit Module
- ClickON® Secondary Billing

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, is EHNAC certified and has 800 payer connections. As a testament to the company’s leadership, the company’s technology processes 250 million transactions annually, totaling in excess of \$458 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.

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