

Enhancing Business Success with ClickON® Technology

With the implementation of ClickON® Technology, National Diabetic was able to improve their A/R days, lowering them below the industry's average while improving the workflow throughout the organization's entire operations.



Case Study

As National Diabetic grew, so did its need for paper storage. It was also facing a problem with filing healthcare claims, needing to file more electronically. While National Diabetic's A/R days were acceptable for its unique segment in the healthcare industry, it took 12 staff members to process its healthcare claims. "There were more than 100,000 paper files," said Robert Emerson, National Diabetic's assistant vice president of Reimbursement and Documentation. "Finding just one document or file was challenging and storing all the paper files was also becoming increasingly difficult. We had far too many staff taking too much time to prepare and submit claims. The situation was all intertwined, leading to an inefficient process and eating into our profits." Reporting, tracking and workflow were also major challenges that needed addressing, according to Emerson. "A Durable Medical Equipment (DME) vendor like National Diabetic is extremely paper dependent," he said. "As a result, there is little ability to track documentation such as physician orders, or know at any given time where a document is in the process and provide detailed reporting. We had many write-offs due to the process not working."

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Robert Emerson

Assistant Vice President of Reimbursement and Documentation

National Diabetic Pharmacies

After conducting an extensive search and evaluation, Emerson decided on solutions from SSI for claims management, cash posting and document management. In the summer of 2003, National Diabetic purchased multiple products from SSI including ClickON® Billing and ClickON® Secondary Billing for claims management, ClickON® Remit Posting for cash posting and ClickON® Document Management System (DMS) for document management and workflow.



About National Diabetic Pharmacies

As one of the largest specialty nationwide pharmacies, National Diabetic Pharmacies provides diabetic supplies (including insulin pumps); respiratory supplies, equipment and medication; and wound care supplies. National Diabetic was established in 1992 and has grown to more than 100,000 customers and ships about 2,000 orders a day

"This was a new venture for SSI in working within the DME market," Emerson said. "There were new edits to be created, new lines of business and a unique training environment that the SSI implementation and support staff worked through to get us live." Upon release, National Diabetic began using ClickON® Billing for claim preparation and submission. While the initial use of ClickON® was successful in its most basic form, paper was still largely in use and the process within National Diabetic was not changed. Emerson was looking for a quick Return on Investment (ROI) from ClickON® Billing alone, but it wasn't realized immediately.

The ROI was realized after installing ClickON® DMS and using it in conjunction with SSI's claims solution, according to Emerson. Initial use of DMS was on scanning and indexing of claims-related documents and imaging documents to patient electronic files. By imaging the documents necessary for the claims staff, they were freed from hunting down thousands of files each week. Also, Computer Output to Laser Disc (COLD) was implemented to capture an electronic record of each day's claims – with no manual work involved. This provided for efficient retrieval and viewing of once paper-only documents. "Implementing ClickON® DMS saved our claims department employees about 1.5 hours per day each," Emerson said. "This translated into savings of more than 4,500 hours per year. Time savings were so dramatic that we were able to reduce the billing staff from 12 to five employees through attrition and reallocation to other duties."

Time savings were realized by just removing the simple, physical handling of paper documents in sorting packing slips, invoices and searching for paper files. As more of the process became digitized, the need to handle the physical paper was reduced. "It's amazing how much more a person can accomplish when they don't have to alphabetize thousands of documents, remove staples and find corresponding, supporting documents or files to store them in," Emerson added. After a year on DMS, Emerson and the staff at National Diabetic implemented document imaging capabilities throughout the entire organization. The large volume of mail received each day that is routed to various departments was digitized and put into a workflow.

With the implementation of ClickON® Technology, National Diabetic was able to improve their AR days, lowering them below the industry's average while improving the workflow throughout the organization's entire operations, not just the business office. By improving efficiencies, National Diabetic was able to reduce and reallocate staff to other operational areas, which positively impacted its operating profit margins. Physical storage needs of documents were reduced while the routing and workflow solutions were improved. "Amazingly, we have grown about 20 percent per year," Emerson said. "Because of our improved efficiencies, we have not had to add employees to handle our growth. In fact we have actually reduced our staff."

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.; Dallas, Texas; Denver, Colo.; Chesapeake, Va., and Nashville, Tenn. 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 \$300 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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ClickON® Products Used

- ClickON® Billing and Claims Management
- ClickON® Secondary Billing
- ClickON® Remit/Cash Posting
- ClickON® DMS (Document Management System)

