

How Do You Instantly Enhance Your Validation Rate by 25 Percent?

Using SSI's ClickON® Claims Editor, Stanly Regional Medical Center's validation rates have achieved an all-time high.



Case Study

As Stanly Regional Medical Center converted to a new hospital information system, the PFS staff also took the opportunity to find a claims clearinghouse to improve its claims management process.

When Stanly Regional Medical Center began using SSI technology, the PFS staff utilized two applications from SSI – claims editing software and transmission through the company's clearinghouse and the secondary billing application. The Medical Center later upgraded to SSI's ClickON® Claims Editor (Billing Module), with claims transmission through SSI's EHNAC-accredited Clearinghouse/Data Center.

“The Recurring Error Report has increased our validation rate on first pass from 60% to 85%.”

“SSI's technology is efficient and flexible,” said Todd McSwain, PFS Director of Stanly Regional Medical Center. “Upgrading to ClickON® helped further with processing capabilities because we are able to handle a greater volume of claims. With ClickON®, there's more ease in moving around the system as we work claims.”

Claims validation rates for both professional and institutional claims are at an all-time high for this facility, according to McSwain. This is due to the reporting functionality within ClickON® which helps PFS staff analyze denials to identify their source and take corrective action. “The report that has been most helpful has been the Recurring Error Report, which has increased our validation rate on first pass from 60 percent to 85 percent,” he said.



About Stanly Regional Medical Center

Located in Albemarle, N.C., in Stanly County, Stanly Regional Medical Center is only about 40 miles from the state's financial hub of Charlotte. For 56 years, 119-bed Stanly Memorial Hospital has distinguished itself as the region's premier not-for-profit healthcare provider. Stanly Regional Medical Center's Patient Financial Services (PFS) team has 25 employees with responsibilities that include claims billing, insurance and self-pay follow up, AVR posting, cashier and switchboard. There are four insurance billing specialists with two of those FTEs providing full time billing.

The Medical Center's claims volumes are 6,250 institutional claims per month and 2,250 professional claims per month. These claims are broken out by:

	Institutional Claims	Professional Claims
Medicare	36.0%	49.5%
Commercial	16.0%	0.0%
Medicaid	24.5%	29.0%
Champus	0.5%	0.0%
BC/BS	23.0%	21.5%

Because of the ever-changing nature of the healthcare industry and its associated regulations, edits are constantly adjusted. Payer-specific edits have been the most challenging for Stanly Regional Medical Center, but the support provided by SSI has helped this healthcare facility stay on top of these changes which, in turn, has enabled its PFS staff to maintain control of claims.

“Support from SSI was good from the start and it has improved over the years,” McSwain said. “SSI has a dedicated team for our region of the country. The client services coordinators (CSCs) were later added, providing even more support. Edits are proactively managed, and if there are any issues, we have a team to go to at SSI that addresses our issues quickly.”

Other helpful features that SSI provides are the annual National Users’ Group Meetings and lunch and learn sessions, according to McSwain.

ClickON® Products Used

- ClickON® Claims Editor
- ClickON® Secondary Billing

“We take away an abundance of useful information from the meetings,” he added. “There are many open discussions and networking between hospitals that provide all attendees with new ideas. SSI representatives listen to the discussions and provide feedback with ways their products can help further. Payer updates, such as with the National Provider Identifier (NPI), are also provided. This type of information is beneficial.”

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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