

UAB Case Study: Claims Status Module

SSI's White Paper Series

About UAB

Nine-hundred-bed UAB Hospital is part of the University of Alabama at Birmingham and the UAB Health System. It was established in 1945 as the teaching hospital for the University of Alabama School of Medicine. Today it is Alabama's major tertiary care center and a modern medical complex serving approximately 35,000 patients annually.

The UAB Patient Financial Service department has approximately 12 billers.



UAB Hospital, located on the University of Alabama at Birmingham campus

The Issue

UAB had a business objective of finding ways to shorten the time it takes from claim submission to payment. The staff researched all issues, analyzed data and developed a list of action items.

"Overall, the goal was to shorten the days to cash and gain a better understanding of what the claim 'inventory' is on the payer's side," said Cindy Hearn, CPA, of UAB's Patient Financial Services department. "From this point we could analyze the reasons claims were not being paid promptly."

"We've experienced an overall reduction in rebills and shortened the time to reimbursement."

The Challenge

The Patient Financial Services staff discovered there was a large inventory of claims that were simply not being turned around for payment. The staff began immediately looking for solutions in both their internal processes and in solutions from vendors.

"We utilize The SSI Group's ClickON® claims editing software," Hearn said. "At the time, we just went through an upgrade of their software and had

ClickON® Products used:

- ClickON Claims Editor
- ClickON Secondary Billing
- ClickON Eligibility Verification
- ClickON Remit/Cash Posting
- ClickON 72-Hour Conflict Checking
- ClickON Confirmation Note Posting
- ClickON Claims Status Module (CCSM)

heard about a new SSI product that could help with the problems we were having.”

After investigating products from several other vendors along with SSI's, UAB decided to purchase the SSI ClickON Claims Status Module (CCSM) in August of 2002. SSI's Claims Status Module works with the ClickON Billing package to “status” claims using the payers' Common Working File (CWF) and claims from any payers that provide the HIPAA 277 Claims Status transaction.

The Results

According to Hearn, the results have been extremely positive.

“We've experienced an overall reduction in rebills and shortened the time to reimbursement since implementing the SSI claims status solution,” Hearn said. “There is evidence that we're getting paid quicker and that aged claims are being worked more efficiently.”

SSI's Claims Status Module is part of the regular billing cycle now at UAB, and the Patient Financial Services department has worked it into their business processes. UAB's goal of shortening the payment cycle from payers was achieved with results continuing to improve UAB's patient account processing and improve overall revenue cycle management.

Implementation was managed well and smoothly passed to operations. Results of the status query have been automated into the AR system, making the information readily available in reviewing accounts. Training was completed in the time allotted and Customer Service/Technical Support from SSI maintains the continued process improvements desired from the application.

