

How one multispecialty health group reduced accounts receivable days by 15%

Client success story



Problem

What is the status of the claim?

When is the claim scheduled for payment?

Where in the payment process is the claim?

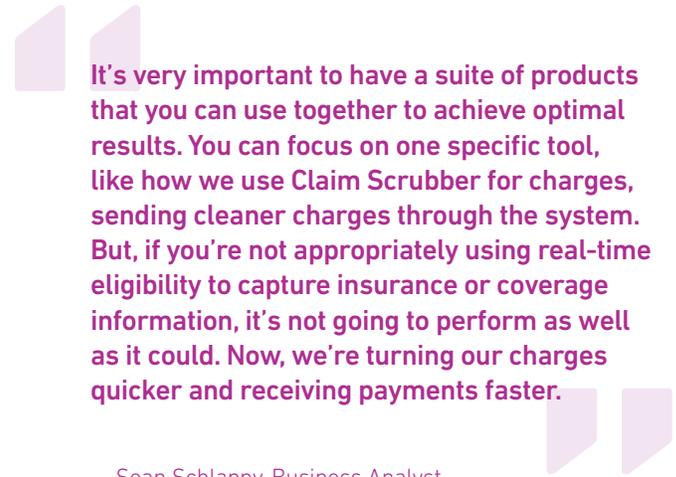
For many healthcare providers, one of the greatest pain points is monitoring claims and cash flow. For Summit Medical Group Oregon — Bend Memorial Clinic (BMC), the story was no different. The company consistently found itself waiting for a response from the payer, creating a lag in their overall operations. The company often needed to reach out to the payer to find out if it received the claim, inquire if it was in process of adjudication and find out why a claim hadn't been processed.

Solution

Summit Medical Group Oregon — BMC opted to turn on Enhanced Claim Status, in conjunction with Claim Scrubber, to improve its registration and coding. These two solutions helped the team send out cleaner charges for adjudication.

submits status requests based on each payer's adjudication time frame, improving productivity and facilitating prompt and accurate payment. It's designed to decrease the manual intervention between a provider's staff and payers by automatically generating work lists of claims with actionable data.

ensures all claims submitted are complete and accurate before they're sent to the payer. It can be integrated into most practice management systems, allowing alert messages to appear in a provider's native work queue. The features detailed dashboards and reports to quickly identify trends and improve medical coding to optimize reimbursement.

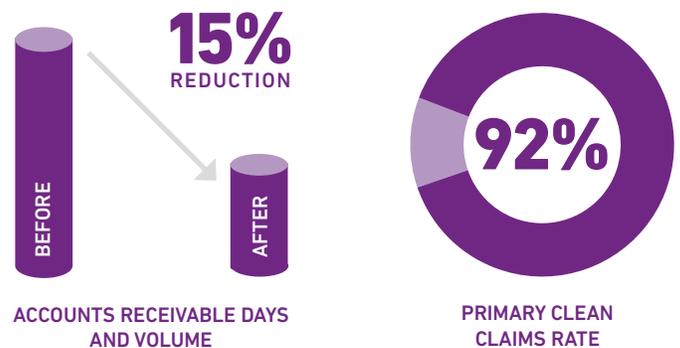


It's very important to have a suite of products that you can use together to achieve optimal results. You can focus on one specific tool, like how we use Claim Scrubber for charges, sending cleaner charges through the system. But, if you're not appropriately using real-time eligibility to capture insurance or coverage information, it's not going to perform as well as it could. Now, we're turning our charges quicker and receiving payments faster.

— Sean Schlappy, Business Analyst, Summit Medical Group Oregon — BMC

Results

As a result of using Enhanced Claim Status, coupled with a few other products from Experian Health, the central Oregon group recognized a **15 percent reduction in both accounts receivable days and volume**. The company additionally saw a decrease in denials and now tout a **92 percent primary clean claims rate**.



About Summit Medical Group Oregon — BMC

Formed in 2018 through a strategic partnership between BMC and Summit Health Management, Summit Medical Group Oregon — BMC includes more than 120 providers with 30 specialties and services including urgent care, primary care, specialty care, imaging and clinical services. With five locations, Summit Medical Group Oregon — BMC is the largest multispecialty group in Central Oregon.