SceriS®

Patient Financial Services

There is constant pressure in healthcare organizations when it comes to improving charge capture and reimbursement, and reducing accounts receivable processing time. The faster information is processed in a patient financial services system, the faster an organization gets paid.

Revamping your patient accounting operations ensures accurate, up-to-date information on patient billing status and helps:

- Increase productivity
- Improve receivables management
- Decrease the time between date of service and payment (DSO)

The nature of patient care has become much more complex, with intricate treatment protocols across multiple technologies. Complicating matters even further, patients may be covered by more than one insurance plan, each with a different set of coverage rules and guidelines. Improper billing can lead to uncollected payments or audit penalties. The key to efficient operations is the processing, management, and availability of information, documents and records.

Centralizing all information increases visibility and maximizes employee productivity.

The integration of your core patient accounting application with ECM is essential to improving your organization's revenue-cycle processes. ECM's configurable solutions help to automate and integrate workflow processes, and in turn, enable you to better manage patient accounts, increase revenue, decrease DSO and provide a more positive patient experience.

Troubleshooting and issue resolution becomes almost effortless when statements and all of their related files are accessed together from one electronic repository. Immediate access to information significantly reduces the complexity, time and costs associated with accessing data and documents and increases customer service capabilities.

Key Benefits

- **Reduction in A/R Days**

- **Increased Secondary and Tertiary Reimbursements**

- **Improved Patient Customer Service**

- **Rapid Access to Information**

- **Reduced Operational Costs of Document Storage and Retrievals**

- **Increased Staff efficiencies and Productivity**

Document Imaging with Auto Indexing

Using ECM, a variety of patient-related documents, including Explanation of Benefits (EOB), insurance cards and assignment of benefits forms can be scanned. ScerIS uses automated data capture technologies to automate the index of documents. EOB's are indexed by patient name and invoice number, eliminating the need to search through a large payer batch for one payment. A search brings the user back to the page where the individual EOB exists.

Once indexing is complete, the documents are online and accessible through ECM. This allows the user to easily retrieve information necessary to support patient or insurance inquiries.

Workflow for Lockbox Correspondence

Invariably, there are many non-payment documents that may get processed through a Lockbox. These documents are typically batched together electronically and sent to Patient Financial Services to handle.

ScerIS offers a method for parsing the electronic correspondence file into various "buckets" that in turn provide for automated workflow of these documents to staff for review. Zero pay EOB's, insurance correspondences, provider enrollment correspondences and ACH EOB's for example can each be routed electronically, eliminating the need for someone to manually review each image to determine its destination.

Automated Payment Posting

The processing, filing and retrieval of EOBs can be greatly improved using several ECM features and options. After scanning, the system can automatically extract payment information using image enhancement, machine print (OCR), hand print (ICR), mark sense, and barcode recognition technologies.

Payment transactions are validated through batch balancing, which ensures that line items add up to the subtotal, that the subtotals add up to the check total, and that check totals match the batch totals. This is all completed without operator intervention. Only discrepancies need verification from an operator. The data extracted from EOBs is converted to an 835 file for posting into a host system. This reduces the need for data entry and improves accuracy.

Online Electronic Report Access

ECM provides online access to patient statements, zero bills, UB92s, HCFA 1500s, notes reports and daily/weekly/monthly reports. Multiple users can have access to patient's financial records at the same time when an account has activity, and requests for information and service are usually fulfilled immediately.

ECM's comprehensive search capabilities provide seamless access to documents and reports of all types, using key data elements, such as the invoice number. Therefore, using one search, a patient statement, the claim, and the supporting financial documents may be retrieved and displayed on the ECM desktop in seconds for fast reconciliation.

Call Us ...

We offer a free, no-obligation opportunity for you to speak with a member of our team to have your questions answered about ETCETERA and what ECM can do for you.

ScerIS ®

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