

How Do You Clear Up \$600,000 of Uncollected Insurance?

SSI's ClickON® Eligibility technology helped Alabama Orthopaedic Clinic collect two-thirds of their outstanding revenue.



Case Study

Before starting with SSI, Alabama Orthopaedic Clinic had a considerable amount of uncollected insurance that totaled in excess of \$600,000, according to COO Mark Didier. "We had outstanding revenue related to insurance that included factors like termed insurance or uninsured patients," he said. "We needed a solution that could help us verify insurance in an easy and convenient way on the front end. By doing so, we have been able to reduce unpaid patient charges by insurance companies."

The Alabama Orthopaedic Clinic began utilizing ClickON® Net Eligibility from The SSI Group, Inc. (SSI). Net Eligibility is accessible over the Web via an application service provider (ASP) solution. Functionality includes real-time insurance eligibility inquiries and responses utilizing the HIPAA 270 and 271 Transaction Code Sets. Users have the ability to retrieve such benefit information as provider authorization numbers or deductible amounts, co-pay information and limitations in coverage.

Along with implementation of Net Eligibility, Alabama Orthopaedic Clinic also initiated process improvements to enhance front-end workflow associated with insurance eligibility verification, patient scheduling and admissions. The combination of the process improvements and technology has led to a 92 percent identification of insurance eligibility on the front end.

"Once Net Eligibility was implemented, we immediately went to work tackling the outstanding revenue," said Dean Brown, CEO. "The result was that we were able to collect more than two-thirds of that revenue, which gave a boost to our bottom line."



About Alabama Orthopaedic Clinic

Alabama Orthopaedic Clinic, PC, located in Mobile, Alabama, is comprised of 300 employees, including a team of 20 orthopaedic surgeons, two pain management specialists, one radiologist and one physical medicine rehabilitation specialist. In-house procedures consist of Altair Open MRI and digital x-ray, bone density screening, epidural blocks for pain management, joint injections, trigger point injections, orthotics, computerized muscle and joint performance testing, fracture care and minor surgical procedures.

Up to 500 patients are seen per day, with an average of 45 new patients per day. Four staff members are primarily responsible for scheduling and verifying insurance. There is about an even mix of payers utilized by patients that include governmental, Blue Cross/Blue Shield and various commercial payers.

Now, Net Eligibility is utilized during the registration/admission stage of the clinic as well as the adjoining surgery center. The clinic can now easily identify coverage, deductibles/co-pays and termed insurance for all new patients. Returning patients' insurance eligibility is rechecked after 90 days.

"The goal is to ensure that patients have insurance and are eligible for care. At the same time, we want to determine what their coverages are and exactly what co-pays or deductibles need to be collected," said Didier. "We can also validate that data is accurate."

ClickON® Products Used

- ClickON® Net Eligibility

As an example of how Net Eligibility has reduced fiscal risk for the clinic, Didier points to a case where a patient was being scheduled for a procedure. "We found out the patient's insurance was expiring at the end of the month and his treatment was scheduled for early the following month," he said. "By changing his surgery date, we saved a significant amount of upcoming charges for us and the patient."

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Alabama Orthopaedic Clinic

As insurance coverage changes for patients with new plans, expires or deductibles and co-pays are adjusted, healthcare facilities have a challenge. Real-time access to a patient's insurance eligibility and limitations can reduce or even eliminate bad debt and financial responsibilities. Technology like ClickON® Eligibility has been demonstrated to enhance a healthcare facility's revenue cycle with accurate, timely information from insurance carriers.

"We've been extremely pleased with the results we've experienced by having eligibility information at our fingertips," Brown added. "When combined with the capabilities of our practice management system and workflow, we have a solid solution for eligibility verification with SSI."

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 and the clearinghouse is EHNAC certified with over 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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