

Conway Medical Center Increases Payer Connectivity, Boosts Workflow Capabilities



SSI's White Paper Series

Background

Conway Medical Center is a private, non-profit 160-bed healthcare facility located in Conway, South Carolina, on the northern coast of the state between the historic riverfront and South Carolina's famous Grand Strand. Also, on the medical center's campus is Kingston Nursing Center, an 88-bed nursing center owned and operated by the hospital.



Conway Medical Center

Conway Medical Center processes about 400 claims per day with about 70 percent falling into Medicare and Medicaid. The Patient Accounting billing staff is made up of eight members, which also have responsibility for secondary billing and self pay.

The Challenge

Conway Medical Center used the same claims management technology for many years, but in 2003, a decision was made to find newer technology with more comprehensive payer coverage.

"Our vendor at the time had an extremely strong offering for payers in South Carolina, but not a strong national payer offering," said Frank

Grella, Conway Medical Center's director of Patient Accounting. "We began a search for a new claims system capable of offering claims editing capabilities for a wider variety of payers."

"The level of personalized support provided by SSI was outstanding."

Solutions

Conway Medical Center's search for new claims management technology concluded when The SSI Group, Inc. (SSI) was selected as its new claims vendor. Products chosen from SSI included: ClickON® Billing Claims Editor, ClickON Claims Status Module

ClickON® Product used:

- ClickON Claims Editor
- ClickON Secondary Billing
- ClickON Claims Status Module
- ClickON Claims Audit Module

(CCSM) and ClickON Claims Audit Module.

ClickON Claims Editor provides an automated solution to the healthcare billing process. Claims are validated against system/generic edits, payer edits and provider-specific edits and transmitted to payers after they are translated from the hospital's mainframe system if they are "clean." Claims not validated during translation can be queued by different criteria for review and correction if needed.

ClickON Secondary Billing offers the ability to produce secondary and tertiary claims, along with a one-page Explanation of Benefits (EOB) attachment, by posting electronic remittance files to claims in the ClickON Claims Editor. Claims can be updated with remittance information, and secondary and/or tertiary bills for professional and institutional claims can be produced.

ClickON Claims Status Module (CCSM) works with the Claims Editor to provide a status of claims using such applications as the Medicare Common Working File (CWF) or similar systems from other payers that provide the ANSI 276 and 277 Claims Status transaction. As an advanced claims management system, the Claims Status Module provides claims correction and change tracking capabilities as well as the capability for accelerated secondary billing, which can provide an eight to 10 day collection advantage from supplemental insurances.

ClickON Claims Audit Module documents all system and user changes made on claims in the Claims Editor down to the transaction level, even to the extent of viewing a claim, helping meet HIPAA security requirements. Reports help management focus on areas of repeated errors, eventually leading to reduction or even elimination of those errors.

Results

Grella and his staff noticed that ClickON technology is user friendly, fast and efficient. "The main area of improvement for us was with workflow," he said. "We were able to make some minor workflow adjustments and push it out to multiple users. The high quality of national edits from SSI has also been an added benefit to our operation."

As with any healthcare organization utilizing technology, Conway Medical Center's Patient Accounting Staff relies on SSI's Client Services team. In the early stages of utilizing ClickON technology at the Medical Center, Grella said that it was a learning experience for both SSI and Conway Medical Center, as is the case with any IT transition.

"Even though SSI had South Carolina customers, we had to work together to address issues specific to the state," Grella said. "The level of personalized support provided by SSI was outstanding and helped us to get through the transition from our previous system to ClickON. We're still receiving great support today."

While Conway Medical Center had an experienced claims management vendor, its Patient Account staff needed a solution that could offer a wider variety of payers. After implementing ClickON Technology, Conway Medical Center realized greater access to payers, more edits and workflow solutions backed by a strong customer support team.

About The SSI Group, Inc.

The SSI Group, Inc. 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 \$300 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.

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