

How Many Hours are Spent Resolving Medicare Billing Connectivity Issues?

Conway Medical Center says "zero" since implementing SSI's ClickON® Claim Status Module.



Case Study

While using SSI's in-house server solution, Conway's staff dealt with issues relating to the system and support from their small IT staff, whose area of expertise was in PC maintenance. "There was a lot of finger pointing between IT and PGBA, the Medicare intermediary, regarding where the issue was," said Frank Grella, FHFMA, Director of Patient Financial Services. "We generally experienced connectivity issues to the Medicare FFS system. Because of the lack of expertise with our IT department, we would spend hours and sometimes an entire day trying to figure out if it was our fault or theirs." Since Medicare is their largest payer, Conway endured severe downtime issues and workflow stoppage.

"Thanks to CCSM Remote, SSI has helped us avoid having to hire staff that is qualified to maintain the system. I only have two Medicare billers and they are much happier with the current system."

Frank Grella, FHFMA, Director of Patient Financial Services
Conway Medical Center

Conway selected ClickON® Claim Status Module (CCSM) Remote as a solution to these issues, which SSI support now handles. CCSM Remote provides claims status by using such applications as the Medicare Common Working File (CWF) or any other payers that provide the HIPAA 277 Claims Status transaction. As an advanced claims management system, CCSM Remote provides claims correction and change tracking capabilities as well as the capability for accelerated secondary billing, which can provide an eight to ten day collection advantage from supplemental insurances.



About Conway Medical Center

Conway Medical Center is a private, non-profit 210-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 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.

By implementing CCSM Remote, Conway's amount of downtime has been reduced to almost zero while maintenance and upgrades are no longer concerns for the staff. "The whole remote hosting has been a pleasure. On most occasions, SSI knows there is a problem and the SSI staff has already started working on it before we even call," said Grella. "We no longer spend hours trying to figure out where the problem lies."

"SSI's CCSM Remote system has freed us from the hassle and worries of supporting the connection to Direct Data Entry (DDE)," said Grella. Under HIPAA, this is the direct entry of data that is immediately transmitted into a health plan's computer.

After implementing CCSM Remote, Conway realized a positive impact on both their time and resources. "We don't have people sitting on their hands, waiting for the system to come up. Now that we're not upgrading hardware and spending time supporting the system in-house, there has been a reduction in IT time as well as cost to the hospital," said Grella.

Additionally, SSI's remote solution has helped Conway keep their FTEs in check. "Thanks to CCSM Remote, SSI has helped us avoid having to hire staff that is qualified to maintain the system," Grella added. "I only have two Medicare billers and they are much happier with the current system."

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, 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 \$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.

Additional ClickON® Products Used by Conway Medical Center

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

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