

# How Much Could be Saved by Decreasing Medicare Days to Pay by Four?

Mobile Infirmary Medical Center found out by utilizing the new features within SSI's ClickON® Claim Status Module.



## Case Study

According to Skip Smith, Systems Support Manager at Mobile Infirmary, the facility already had reasonably low Medicare Days to Pay at around 19 days. They found out about the new online billing features within the emulator version of ClickON® Claim Status Module (CCSM) and agreed to be a beta site for testing. Mobile Infirmary was also a beta site when the original CCSM product was launched in 2003.

*“After installing the new CCSM product with the emulator, we pulled 31,756 IARs and payment transactions and had an average of 15.6 Days to Pay. A four day difference.”*

Skip Smith, Systems Support Manager  
Mobile Infirmary Medical Center

They agreed to beta the emulator version's online billing feature when SSI staff said that they could lower their Medicare Days to Pay. According to SSI staff, this would give billers the ability to work directly in Medicare's common

working file (CWF). The online billing feature would save time because claims would be run through Medicare's front end edits before being accepted therefore minimizing Return to Provider (RTP) issues. Mobile Infirmary agreed with SSI and knew billers would like working in the “green screen” format they were so accustomed to with Medicare.



### About Mobile Infirmary Medical Center

*Mobile Infirmary Medical Center first began serving the healthcare needs of Mobile, Ala. area residents in 1910. Today, with 704 beds, the Infirmary provides the most modern, state-of-the-art facilities and equipment. It is the largest non-governmental, not-for-profit hospital in Alabama with more than 30 operating rooms in service. The Infirmary is one of the leading hospitals in the state in the number of procedures performed each year.*

SSI's ClickON® Claim Status Module (CCSM) emulator version imports unbilled Medicare claims from the billing package and performs the billing action directly in the Medicare CWF. This gives workers the advantage of billing against Medicare's front-end edits directly and receiving immediate feedback regarding the claim. This saves facilities time between the filing of the claim and the time a payment is received. With CCSM's emulator version, most claims can be re-billed directly through CCSM so billers do not have to go back into the billing package to resubmit the claim as they had to do in the past.

"Before installing the new version of CCSM, we did a query and found 38,060 IARs and payment transactions with an average of 19.4 Medicare Days to Pay," said Smith. "After utilizing the new product, we pulled 31,756 IARs and payment transactions and had an average of 15.6 Medicare Days to Pay. A four day difference! We are very happy we chose to beta the new version. It is easier, better and faster than the previous version."

Mobile Infirmiry staff also liked the fact that their document management system integrates with CCSM, providing a permanent audit trail of all claims posting back to the HIS. This feature has become very relevant to the CMS RAC audits.

"Over the years, we've explored our options as it pertains to claims technology," Sherry Walker, Billing Coordinator at the Mobile Infirmiry added. "But our business processes have changed several times as we've responded to market and demographic changes. SSI's software is so flexible that it has met our needs for a long time."

### The Results

The case study at Mobile Infirmiry showed that billing their Medicare claims via this method reduced the Medicare Days to Pay by four.

### 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](http://www.thessigroup.com).

### Additional ClickON® Products Used by Mobile Infirmiry

- ClickON® Direct
- ClickON® Claims Editor
- ClickON® Secondary Billing
- ClickON® Accelerated Secondary Billing
- ClickON® Claims Audit Module
- ClickON® E-Verify
- ClickON® PREVENT

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