

EXECUTIVE SUMMARY

Client Goal

Find a method of analysis that could identify workflow obstacles and implement technology to streamline processes, specifically those associated with denied claims, to avoid further loss of revenue.

Results

ServiceSPAN provided an integrated desktop environment to eliminate the swivel chairing done by employees to access insurance providers, physician websites, and third party systems. Work complexity has been significantly reduced and employees work more efficiently having been provided the necessary tools and technology to make better decisions.

- Employees can research and gather claims information, make corrections, and process resubmissions; all from the same single desktop environment.
- Organizing errors into classes saved time by facilitating the ability to assign the work to the proper operator, based on skill set and availability.
- Additional time is optimized when all the information and reference sources are in a single access environment, removing the need an operator to leave their workstation in order to perform research.

ServiceSPAN's Work Center Manager enabled all of these processes without the need to create expensive direct software interfaces.

Background

A large medical laboratory in the New York area produces over \$7 million in net billable revenue each month. Approximately 11% of their claims contained errors that needed to be corrected within 90 days to avoid an absolute denial due to timely filing deadlines imposed by insurers. The errors were manually researched for missing information; once recovered, the information was also manually entered into the billing system. The company wanted to improve their denied claims process to avoid loss in revenue.

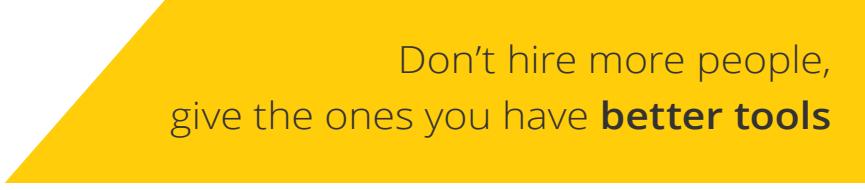
Solution

The laboratory leadership selected ServiceSPAN as the technology partner for the process improvement initiative. Following a comprehensive 20/20 Analysis, ServiceSPAN produced a configuration of Work Center Manager (WCM) that enabled and enforced lean processes, while the company's billing department selected the categories of errors to be worked in WCM as a first phase of deployment. The resultant solution provided a means to visualize all the information and reference sources in a single access environment, eliminating the need for operators to leave their workstation in order to perform research.

The WCM solution also organized the errors into classes. This categorization facilitated the ability to assign the work to the proper operator. Finally, the WCM system allowed the operator to transfer a problem claim to a holding area or to a supervisor for final resolution.

This new work process resulted in an improvement in the productivity and efficiency of the operators. With WCM, operators could see all the information and reference sources needed to manage a claim in a single access environment. Operators no longer had to swivel chair or leave their workstation to research information in various internal systems and payer websites.

Operator productivity gains per Error Worked = 100% and a 90 Day Improvement to Accounts Receivable = \$100,000/month after the deployment of WCM.



Don't hire more people,
give the ones you have **better tools**