EXECUTIVE SUMMARY

Client Goal

Laboratory was challenged to explore and quickly identify inefficiencies in the existing process, which was resulting in several millions of dollars in backlogged denied claims.

Results

ServiceSPAN designed a workflow solution that provided measurable process improvements without the need to create expensive direct software interfaces or replace existing systems.

- Productivity improvement per claims worked: 300%.

- 90 day cash increase: average 70% increase per month.

- ROI: < 30 days.

- Reduced denied claim backlog.

- Billing system information is now seen in one view, eliminating the need to swivel chair through multiple screens to search information.

- WCM makes workload and productivity information available to managers in real-time so they can make informed decisions and respond quickly to issues as soon as they are detected.

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

Background

This Fortune 500 organization provides clinical laboratory services in the United States and overseas generating more than $7.5 billion in revenue. They were challenged to review their administrative operation and figure out how to reduce an ongoing backlog of denied claims that had led to several million dollars in lost revenue.

Solution

ServiceSPAN's 20/20 Analysis method discovered workflow inefficiencies such as managers filtering and emailing denied claims in Excel worksheets for examination and processing, and agents then needing to search multiple applications and copy/paste across several screens to locate the information needed to update the system for claims resubmission. Agents manually tracked the claims worked in an Excel file which was then sent to their supervisor at the end of the week. The volume of denied claims was too high for the number of agents staffed, resulting in a huge backlog of denied claims.

ServiceSPAN's Work Center Manager was configured in 8 weeks with features that increase user productivity, improve workflow, and provide real-time visibility of user workload, performance, and efficiency. ServiceSPAN eliminated the use of spreadsheets as a work distribution mechanism and enabled functionality that lets WCM select and push work to employees based on their skill sets.

Other features such as Dynamic Work Assignment, Auto-Search, Click-N-Fill, and Reports ensure work is evenly distributed among employees, eliminates a user from being overloaded with work while another is idle, and provides the capability for rules to be setup that assign high priority to claims with large outstanding balances to the best skilled agents. Additional rules were setup to auto-route claims that are too old to file, not appealable or have low balances, towards specific queues that can be reviewed and resolved in bulk by team leaders.

How to take your operation **from _good_ to great?**

Let your employees **_work smarter_, not harder**