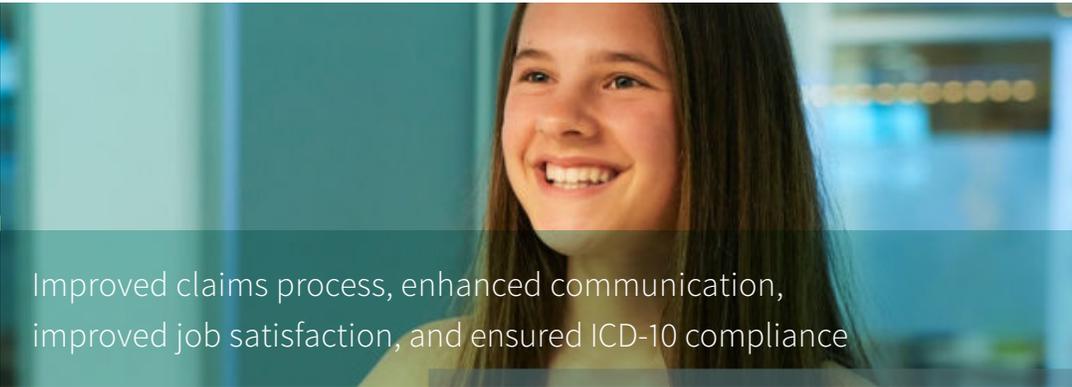# Centricity™ Hosted Claims Manager at Children's Orthopaedic and Scoliosis Surgery Associates

Improved claims process, enhanced communication, improved job satisfaction, and ensured ICD-10 compliance

Challenge:
- Improve key profitability ratios
- Minimize or eliminate clinical claim denials
- Streamline claims review process so employees can apply themselves to more fulfilling work

Solution:
- Self-explanatory and flexible claims process
- Proven claims scrubbing solution that also teaches
- Supports institutional and professional claims

Outcome:
- Improved claims accuracy; claims rework decreased by over 50%
- Increased revenue cycle efficiencies; payments speed improved by up to 22%
- Enhanced process ensures the focus stays on providing quality care
- Improved ability to communicate and greater respect among all levels of the organization

Renowned for its talent and technology, Children's Orthopaedic and Scoliosis Surgery Associates, LLP (COSSA) has been providing outstanding pediatric orthopaedic care to children and young adults in the Florida SunCoast Region since 1989.

Challenge

The COSSA staff had been using a stand-alone solution as their claims scrubbing tool. At that time, their A/R days greater than 120 days stood at 35 percent. This was due mostly to their inability to efficiently finish incomplete or incorrect claims in a timely manner. A green light or red light provided the only clues as to whether a claim had been approved or denied. The burden was on the staff to do the investigative work to figure out what needed to be corrected. To improve staff productivity and increase key profitability ratios across COSSA revenue cycle, the practice's administrator Debra L. Mitchell, RN, BSN, MBA knew it was time for a change.

"This practice of my staff having to research on the vendor's stand-alone website to find the right answer was not only time consuming, it severely interrupted our cash flow. Since this practice is comprised of a staggering 40% Medicare and self funded

patients – in comparison to only 3-5% for the average orthopedic practice, it is especially important for us to handle insured claims correctly the first time. Otherwise, COSSA could very well cease to exist."

Solution

With the continuing trend among insurance companies shifting more of the responsibility toward patients, it was time to switch to a more sophisticated solution. COSSA selected Centricity EDI Services Hosted Claims Manager for its superior functionality and proven results.

Hosted Claims Manager is a rules-based, front-end clinical editing tool that allows customers to review institutional and professional claims before submission in order to help reduce claim denials, shorten their accounts receivable cycle and increase the rate of collections.

SIMPLIFIED PROCESS, POWERFUL RESULTS.

Hosted Claims Manager addressed the challenges by empowering the staff to solve claim issues prior to submission.

One of Hosted Claims Manager's powerful attributes is that it can be used as a teaching tool. The staff understands the cause of the edit and can take immediate corrective action. And, Mitchell indicated that should anyone on her staff discover that a pattern exists, they are empowered to request new rules.

"When Hosted Claim Manager went live, we used it as a teaching opportunity. As a committee, we met to review the previous day's claims put on hold. We were able to go back to the person posting with an explanation as to why the claim was incorrect or incomplete, as well as how to fix it. This approach worked extremely well because the checkout staff became a part of the solution. Put in the right context, everyone was engaged and better able to comprehend. As a result, their skill set and confidence moved up a level."

"We have low turnover and I want to keep it that way. Giving our staff the tools they need to do this aspect of their job well empowers them to suggest new rules to address the situation, make decisions and move onto more challenging work."

Another great thing about Hosted Claims Manager is that it's easy to build processes around. Because of its clarity, steps can be completely eliminated from the process, including billing professional staff reviews and costly audits. COSSA is now able to submit claims the next day and has seen a dramatic drop in claim denials, as well. Benchmarked specifically against other orthopaedic institutions, COSSA ranks in the 90th percentile of the AAOE (American Association of Orthopaedic Executives) for efficiency.

Outcomes

"Every day we strive to send out clean claims the first time, every time. And, with Hosted Claims Manager we have achieved just that. Our numbers speak for themselves. Clinical denials are virtually gone."

Today, the practice experiences only one out of 100 claims that need to be corrected after submission. Overall claims rework has decreased by at least 50% and the speed of payments has increased by 22%. Mitchell states, "Less rework translates to greater value and appreciation from all sides."

RESPECTFUL COMMUNICATION, EMPOWERED PEOPLE

Since the Hosted Claims Manager solution was installed, the working relationship between physicians and staff has improved tremendously.

The solution allows the physician or provider to enter charges which are automatically connected to the diagnosis code and CPT code. Check-out staff then have the ability to verify and modify the data if needed. This benefits everyone because when claims are cleaned at checkout by non-certified coders (i.e. front staff), less time is spent reviewing claims and more time is spent working on their A/R. Not only does it save time and money, it provides people with a greater sense of purpose.

"The bottom line is that when people have challenging work and feel empowered to make a difference, they'll be more inclined to stick around."

In addition, the five physicians at COSSA have been generous with sharing their praise of staff for catching coding issues relative to diagnostics and clinical edits (such as modifiers, correct diagnosis with CPT code and age/gender match with CPT code). "Enhanced communication along with a higher level of respect for each other's work is a direct result from providing staff with the tools they need to do the best job possible," Mitchell explained.

"My advice to colleagues who are using 3rd party scrubbing solutions is to run, get on Hosted Claims Manager as fast as you can! I truly mean that. The investment is worth every penny. Just by catching a couple of coding errors a month pretty much pays for the software!"

WHY IS SENDING OUT A CLEAN CLAIM SO IMPORTANT?

"Submitting clean claims the first time, every time is not only our goal, it is our means of survival. Turning around clean claims faster means we get paid faster. More importantly, it doesn't impede COSSA ability to help children to live normal, active lives."

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