

GE Healthcare

Skaggs Community Health Center



Organizational overview

Company profile

- Providers: 40 Physicians, 14 mid levels
- Locations: 22 Clinics (3 Rural Health, 1 Provider-based)

Mission: Improving your life through medical, health, and wellness services

Vision: A community of well people.

Located in Branson, Missouri, Skaggs Community Health Center continues to stay focused on the wellness of the community. Skaggs Community Health Center is a 177-bed, community-owned and supported healthcare facility dedicated to improving the wellness of all area residents and visitors. Skaggs holds the highest national accreditation available for medical facilities from the Joint Commission on Accreditation of Healthcare Organizations. Many of Skaggs' departments also hold other national accreditations, indicating their high quality and technical expertise.

Previous system

Skaggs Community Health Clinics began using Centricity® Group Management (formerly IDX Groupcast) in 1998. Their previous system was focused strictly on hospital, whereas Centricity Group Management provided much greater functionality for clinic use.

Reason for change

The Health Center recognized that they needed a solution with more robust and flexible reporting capabilities. In addition, there was a need for a scheduler.

Case history

Workflow – business process improvement

Centricity Group Management tools have helped Skaggs Community Health Center automate many daily processes, leaving time for other tasks.

Automated claim queue moves are scheduled to run every morning before the business office staff arrives. This allows Skaggs to hold claims from being submitted on providers who do not yet have their provider numbers for a payer.

The claim edit list is just a normal part of the Centricity Group Management daily process and is run before sending the claim run to Centricity Group Management Claims Validation and Editing. Any issues found are fixed, or, if they cannot be fixed at that time, are put on hold using the claim delay program. This gives a little more time to work on the claim issues that are more time consuming. Claim edit reports catch charges that have been posted without a patient social security number, patient gender, date of birth or policy number.

The Health Center has found that Claims Validation and Editing is extremely helpful in stopping problem claims before they go out. By knowing which charges need attention now, instead of waiting days or weeks for the denial, they are able to get them fixed, out the door and paid quicker.

The solution has been implemented for 9 months and has decreased Skaggs' denial rate by a little over 3%. Claims Validation and Editing has helped to find revenue that would have been missed, such as venipuncture charges. The Center has also found it to be a very useful educational tool for the Centricity Group Management users in their clinics. The reports from Claims Validation and Editing are used to notify the clinics of any issues found with their charges. They are then given a number of days to fix the problems and send the claim again. The clinic staff likes this method much better than the process that was being used before.

Within the first three months on Centricity Group Management's Electronic Data Interchange Services (EDI Services) solution, Skaggs Community Health Center is able to view rejections via the Web, allowing them to fix problems and get claims resubmitted faster.

The automated EOB program allows Skaggs to attach to secondary claims that do not cross over, as well as generate a secondary claim into the next claim run. This has saved an enormous amount of time, since the EOB no longer has to be copied or a secondary claim demanded.

The Centricity Group Management Accounts Receivable Follow-up solution has made a significant impact in the Health Center's collection efforts. They are now able to have collection letters automatically print, based on specific criteria. One letter is set up for accounts in the payment plan queue that have missed a scheduled payment. A tickler queue is used for accounts that are pending being sent to a collection agency. When accounts are put in to this queue, a report is run for our providers, alerting them to the fact that their patients are being sent to the collection agency with approval.

The Centricity Group Management automatic tranwriteoff feature is used monthly for Skaggs' bad debt write-off. This program has made the previously unmanageable task of writing off bad debt very easy. Finally, the Centricity Group Management "combine accounts" feature has been a great help in managing duplicate accounts. Before using this feature, Skaggs had a large number of accounts that were duplicates.

Key performance indicators

Net Collections	↑	23%
A/R Days	↓	50%
Denial Rate	↓	36%
% A/R over 90 Days	↓	31%

Revenue cycle improvement

Skaggs Community Health Center has leveraged Centricity Group Management tools and technology to achieve remarkable improvements to their revenue cycle. Margaret Gregg, business office manager, has re-engineered the staff processes along with the system improvements and together this team effort has really paid off. FTEs have also been reduced by two.

“Different applications and special programs have allowed us to reduce our days in A/R, increase cash flow and identify previously missed revenue. Claims Validation and Editing has been extremely helpful in stopping problem claims before they go out. By knowing which charges need attention now, instead of waiting days or weeks for the denial, we are able to get them fixed, out the door and paid quicker. This has been implemented for 9 months and has decreased our denial rate by a little over 3%.”

Tammy Nickum
Clinic Project Manager

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Healthcare Re-imagined

GE is dedicated to helping you transform healthcare delivery by driving critical breakthroughs in biology and technology. Our expertise in medical imaging and information technologies, medical diagnostics, patient monitoring systems, drug discovery, and biopharmaceutical manufacturing technologies is enabling healthcare professionals around the world discover new ways to predict, diagnose and treat disease earlier. We call this model of care “Early Health.” The goal: to help clinicians detect disease earlier, access more information and intervene earlier with more targeted treatments, so they can help their patients live their lives to the fullest. Re-think, Re-discover, Re-invent, Re-imagine.

GE Healthcare
540 W. Northwest Highway
Barrington, IL 60010
U.S.A.

www.gehealthcare.com



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