

GE Healthcare

Centricity™ Business

Eligibility Workflow Optimization

Reduce eligibility-related denials
and write-offs



Our Eligibility Workflow Optimization service provides you with the tools and support needed to drive process and technology improvements related to your insurance verification workflows. This service is tightly aligned with eligibility specific metrics, in order to maximize your use of the solution. Our Key Performance Indicators include measures in the areas of eligibility response automation, utilization and verification, along with denials. Taking advantage of Eligibility Workflow Optimization services can help improve and increase productivity across your organization.

What can Eligibility Workflow Optimization bring to your organization?

- Facts and figures to support management decisions
- Historical benchmarking and performance analysis
- Optimized and sustainable eligibility processes
- Improved workflows based on GE's best-practice models
- Maximized use of advanced capabilities within Centricity Business

Our consulting team provides not only the guidance on design and implementation decisions, we also provide the technical resources to drive your implementation from a system setup and configuration standpoint based on our best practice model. We realize your resources are busy – we want to help.

Customers report that our consulting services have helped them achieve the following financial and operational improvements:

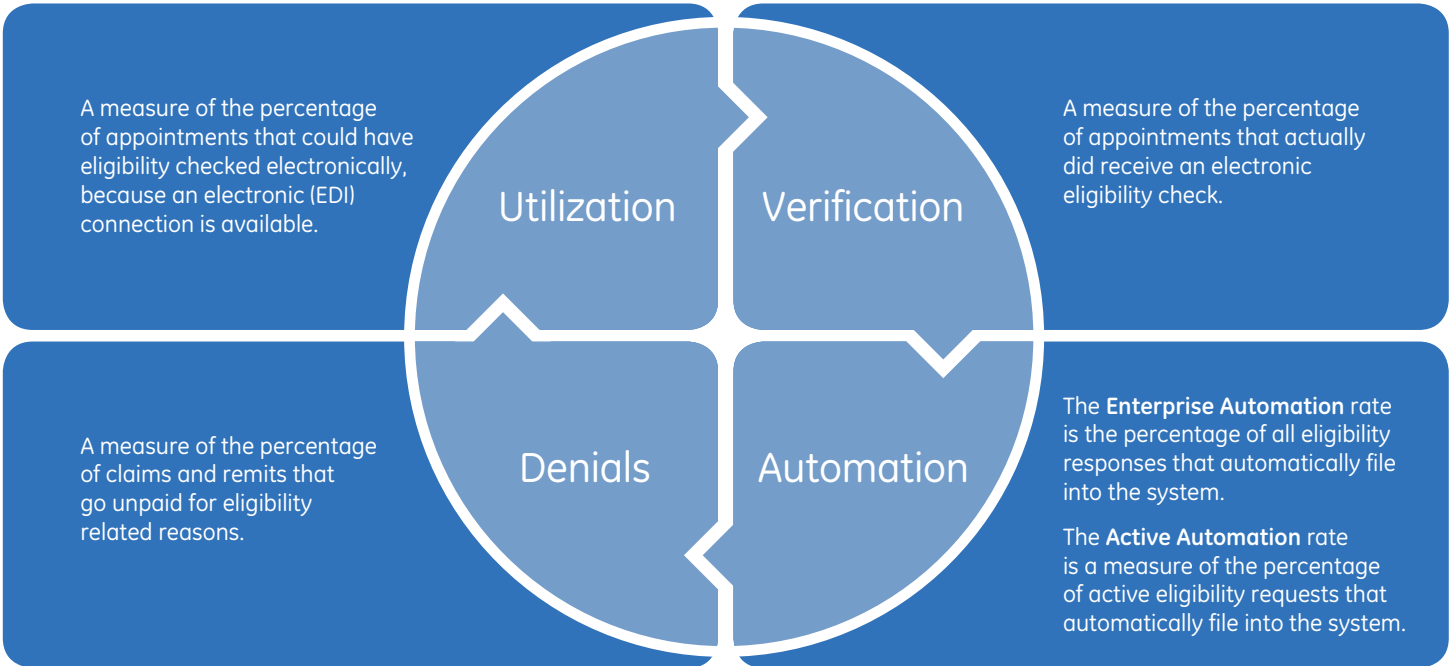
- Recovery time on 3-4 FTEs within one year¹
- Improved top line revenue performance on the order of \$1M annually in Medicaid account recovery and reduced the cost of rework associated with managing denied and rejected claims within six months²
- Significantly improved self-pay collections linked to front-end workflows within one year³



ELIGIBILITY WORKFLOW OPTIMIZATION: A WINNING METHODOLOGY

Based on a structured methodology, Eligibility Workflow Optimization includes focused system design and setup, monthly performance reviews, workouts focused on your organization's KPIs as well as targeted action plans to help drive down eligibility related denials, improve efficiency, and maintain line of sight into your top issues.

KEY PERFORMANCE INDICATORS



SERVICE HIGHLIGHTS

Initial Assessment – We start Eligibility Workflow Optimization by conducting an initial system and performance assessment. Working with key members of your team, we define priorities that will lead to quick performance gains.

Coding and Deployment – Our team works closely with your Business Office and IS teams over the course of the project to facilitate and oversee the system build. This includes any tailored solutions identified by the project team needed to support your workflows.

System Build Knowledge Transfer – Through a live consulting session, our experts present a comprehensive report of your system design and build that contains in-depth details on all project-related deliverables.

Ongoing KPI Reviews – Each month during your project, we collect a set of metrics and evaluate them against your past performance. This approach ensures that gains are maintained and highlights areas to target going forward.

Learn More

Contact us at centricity.business@ge.com or 855-234-2984.

¹Watson Clinic

²St. Vincent Health

³Glens Falls Hospital

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