GE Healthcare
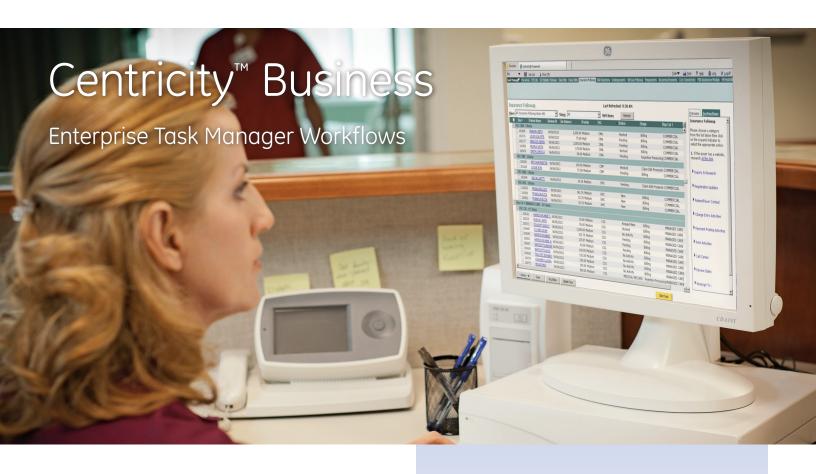
Centricity™ Business

Enterprise Task Manager Workflows

STRUGGLING TO KEEP UP WITH REIMBURSEMENT WORKFLOW?
To address rising costs, shrinking reimbursements and rigorous government regulations, healthcare organizations are re-evaluating their operational strategies. Taking advantage of intelligent, integrated workflows available with Centricity Business Enterprise Task Manager can help streamline the billing process, improve the revenue cycle and increase productivity across your organization. Centricity Business Enterprise Task Manager is a real-time, web-based management tool that analyzes, prioritizes and delivers relevant information to the appropriate individuals for quicker follow-up.

- Automate routine tasks through built-in intelligence, helping to reduce paper and allow staff to focus on high priority activities.

- Reduce missed tasks with workflows that help provide transparency into A/R, so you can quickly and easily pinpoint problem areas.

- Control impacts on user volume or inventory through a flexible design that allows work to be reassigned with minimal effort.

- Access relevant resources including clinical documentation, payer websites, and all Centricity Business functionality to help you accelerate and simplify the workflow.

Using Enterprise Task Manager has helped Stony Brook Medicine University Physicians achieve the following benefits:

- Reduced A/R days by 11% within the first year of implementation

- Eliminated paper costs by 40%

- Improved productivity of collections from 6-8 accounts per hour per FTE to 9-11 per hour per FTE

- Reduced time to identify payer trends, leading to shorter time to invoice resolution

- Reduced redundancy and improved revenue cycle efficiencies using Transaction Editing System (TES) Enterprise Task Manager workflow

"After deploying Enterprise Task Manager we were amazed by the initial improvements we saw in our efficiency and productivity. Our investment in GE Healthcare's Centricity Business Enterprise Task Manager is an example of how technology combined with effective business process and people creates sustained value."[1]

Mike Sinno
Chief Information Officer at CPMP
Stony Brook Medicine
University Physicians

Integrated Workflows

Enterprise Task Manager offers a robust set of integrated workflows to support your organization's efforts to improve efficiency and productivity while reducing redundancy. GE Healthcare has partnered with KAV Consulting to offer a core set of workflows[1] that span the range of claim activities, from pre-visit actions to claim edits, rejections, transaction editing, correspondence and reporting. Each workflow includes a package of reports to provide instant insight into performance. Reporting packages typically include volume, inventory and productivity data, helping you to understand workflow activity, identify trends, drive strategic decisions and establish productivity metrics.

PRE-VISIT ACTIVITIES
This workflow integrates the Centricity Business Scheduling, Eligibility, and Enterprise Task Manager applications to identify exceptions prior to patient arrival to help you resolve issues before revenue is impacted.

CLAIM EDITS
Helping you reduce stacks of claim paperwork, this workflow automatically and electronically sends claim edits to the appropriate staff member to resolve.

CLAIM PAYER EDITS
Pre-adjudicated payer edits are analyzed to help you determine the most appropriate follow-up. Enterprise Task Manager captures and escalates repeated failed attempts at transmission.

REJECTIONS
Post-adjudicated payer edits categorize and prioritize each rejection code. Enterprise Task Manager determines the priority rejection and distributes it to the appropriate staff member for resolution.

TRANSACTION EDITING SYSTEM (TES)
The TES workflow helps you generate clean invoices, enabling patient encounters that require effort from multiple teams to be worked concurrently, expediting resolution.

CORRESPONDENCE
Using Electronic Document Management, documents can be scanned and linked to the appropriate invoice or patient. Enterprise Task Manager creates a task to manage the follow-up.

NO ACTIVITY
This workflow monitors the invoice as it moves through its lifecycle and determines the points where a lack of activity requires review.

SELF-PAY FOLLOW-UP
Providing the flexibility to pursue collections on accounts that have high likelihood of payment, this workflow enables smooth integration with Customer Service Calls workflow.

CUSTOMER SERVICE CALLS
This workflow allows call centers to document calls, perform the required follow-up and efficiently engage other areas in the resolution of issues.

CREDIT BALANCE/REFUNDS
Once an invoice becomes a credit balance, Enterprise Task Manager begins aging the credit to help you plan for timely follow-up.

INTERFACE/ADT EDITS
If the interface utility cannot be used for resolving incoming edits, Enterprise Task Manager can help define, track, and resolve issues after they are received.

PAYER CONTRACTS MODULE
Enterprise Task Manager automatically categorizes and flags resolved variances in the payer contract module.

1 Customized workflow solution available upon request.

imagination at work