



#### Results summary 2008–2010

- Reduced eligibility rejection rate from 2% to 0.8%
- Reduced overall rejection rate from 6.4% to 4%
- Reduced cost to collect from 8.3% to 6.3%
- Increased the number of claims worked per FTE by 26%
- Decreased days in A/R from 39 to 29 days

EDI Services helps healthcare network streamline workflow, increase productivity, and improve revenue cycle management.

With the help of Centricity\* EDI Services and Centricity Business—Enterprise Task Manager, St. Vincent Health has reduced cost to collect and lowered days in A/R, while increasing the number of claims per FTE.

With more than 13,000 associates and 2,500 physicians, St. Vincent Health is Indiana's largest healthcare employer. Headquartered in Indianapolis, the integrated delivery network comprises 20 hospitals serving 46 counties in central Indiana. St. Vincent Health currently handles billing for over 700 providers at over 200 locations.

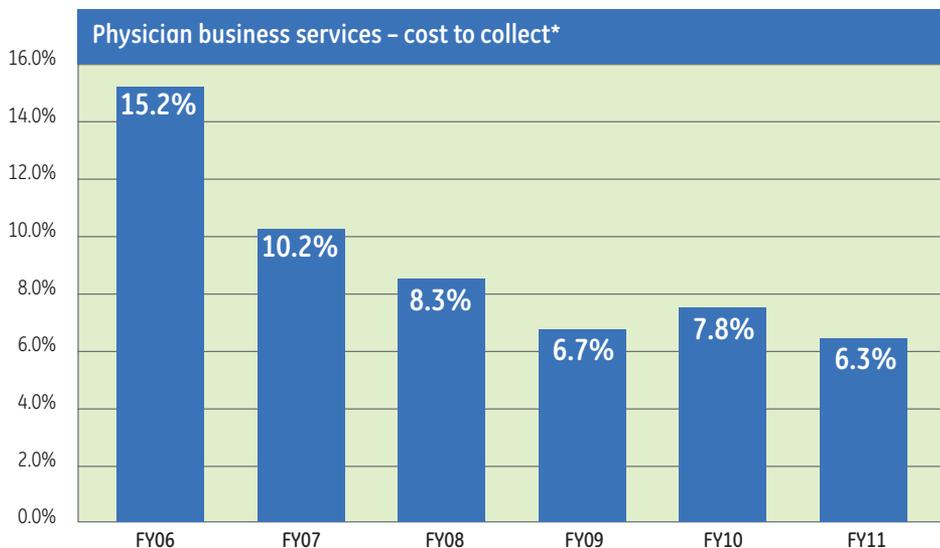


## Situation analysis

In 2003, St. Vincent Health selected Centricity Business to handle all of the system's employed and contracted billing with the goal of reducing costs while improving billing efficiency across the delivery network. The system initially went live at 12 sites supporting 43 primary care physicians. During the first year, St. Vincent Mental Health facility and other sites, including pediatric specialists, were added to the billing system.

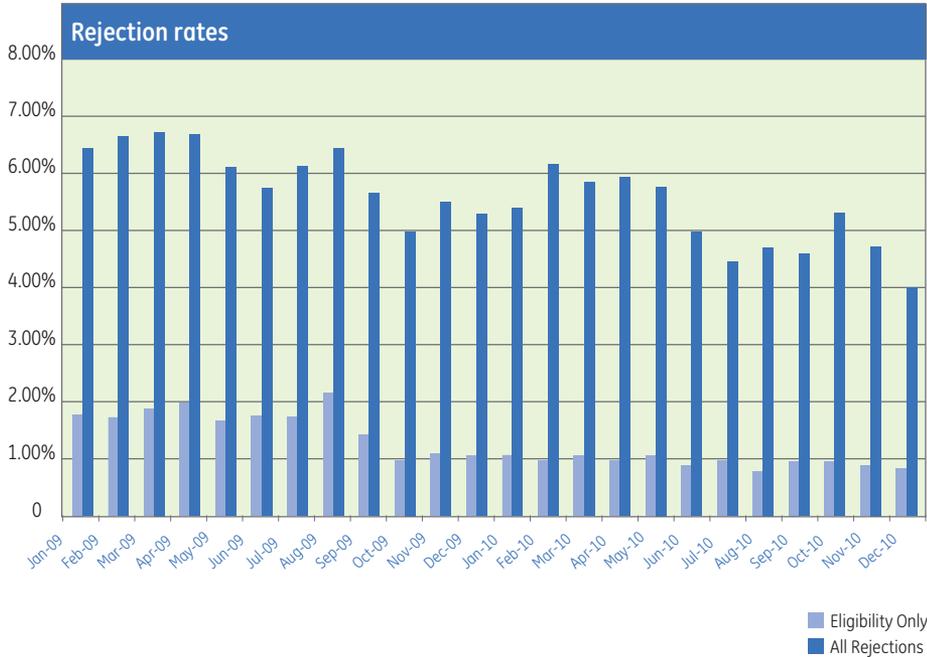
The organization quickly realized an increase in claims accuracy, contributing to cleaner claims, lower costs, less rework, and improved revenue cycle management. Within a year of implementing Centricity Business, St. Vincent Health improved A/R days from 63 to 39 days—a decrease of 24 A/R days.

Before implementing Centricity Business, cost to collect was over 15%, i.e., for every \$100 collected, St. Vincent Health's cost was \$15. Between 2003 and 2008, St. Vincent Health drove down the cost to collect to 8.3%, despite business growth and increased claims volume. During this same period, they increased the number of claims worked per FTE from 507 before Centricity Business to 873 in 2008.



Since 2008, St. Vincent Health has continued to experience significant growth through expansion and acquisition, putting additional pressure on billing office resources. Original claims volume grew from 734,000 in 2008 to just over 1 million in 2010. "In the last few years, we've been expanding both the number of claims we're processing and the number of specialties," said Roy Axelson, System Director, Physician RCO and IT Support, St. Vincent Health. "That has made the claims management process much more complex."

\*Cost to collect includes salaries, benefits, practice management and related system costs (both internal and external), collection agency fees, and allocated overhead associated with the revenue cycle.



To accommodate the increased volume, St. Vincent utilized Centricity EDI Services to further streamline their billing services, improve their revenue cycle management, and increase productivity.

“GE Healthcare has been a true partner for getting a new process in place that lowers the cost to collect for all customers,” Axelson said. “We’ve been very happy with GE Healthcare.”

### Solution delivery

Centricity Business provides robust, innovative, and versatile solutions designed to reduce the cost to collect, improve patient access, and increase physician satisfaction. Combining the advanced integrated Centricity Business product solutions with the expert management support from Centricity EDI Services provides St. Vincent Health with a single, comprehensive solution to improve management of their revenue cycle. The following Centricity EDI Service’s results-based solutions have helped St. Vincent Health manage the growing number of claims using fewer resources:

**Eligibility verification.** GE Healthcare’s Eligibility Verification solution through EDI Services allows customers to utilize a highly automated exception-based workflow. St. Vincent Health found the new features available in v4.3 to be very advantageous. It helped them refine their existing process by taking advantage of new features like Auto-Review, Auto Outcome, and the Payer Specific Results screen to better manage data and streamline processes so that only exceptions require review by users.

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Physician RCO and IT Support, St. Vincent Health*

St. Vincent Health was able to achieve better insurance accuracy with reduced effort on the front end. This tool also helps to reduce back-end denials and rejections, further reducing unnecessary delays and costs in the revenue cycle.

St. Vincent Health was also the first customer to adopt a new verification process by directly integrating Eligibility Verification from the Transaction Editing System (TES). By using TES edits to trigger eligibility verification prior to TES charge entry, they were able to achieve a higher level of automation and utilization of electronic verification. In conjunction with TES, St. Vincent Health also uses Enterprise Task Manager (ETM, see below) to manage Eligibility TES edits in a standard consistent workflow.

GE Healthcare’s EDI Services provides a best practices approach to managing the verification process. By utilizing the available integrated features and payer content, customers can quickly achieve expected business results. EDI Services provides expertise in transaction setup, real-time payer connectivity, and transaction monitoring, TES edits, and ETM workflows. By outsourcing this work to GE Healthcare, St. Vincent Health significantly reduces the burden of managing this transaction set.

**Claim and remittance processing.** GE Healthcare Centricity EDI Services provides a fully connected claims processing solution, which encompasses building and maintaining claim and remit formats, payer edits processing, and payer connectivity. Included in this service are tools such as eStatus that allow for real-time tracking of patient claims, claim files, payer reports, and electronic remittance. This allows customers like St. Vincent Health to maintain a streamlined and efficient EDI production process using a single EDI solution.

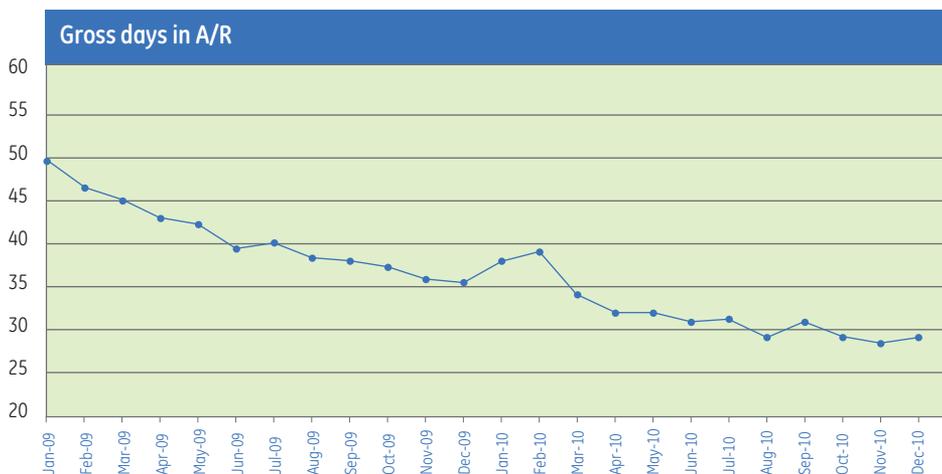
File transmission to the payer generally occurs within one or two hours of GE Healthcare receiving the file. As applicable GE Healthcare will make available any file acknowledgment, claim status report, or Electronic Remittance Advice (ERA) within the same business day that it is received. GE Healthcare also uses a proactive monitoring approach to identify and prevent claim processing delays. This approach allows customers like St. Vincent Health to focus on their business needs, while GE Healthcare helps ensure a successful EDI production process.

Accurate monitoring of claim and file level EDI edits is a critical component of the claim submission process. The status of each claim is tracked from the GE Healthcare system, through Centricity EDI Services edits, and payer front-end edits.

GE Healthcare understands the critical need to receive and post payments electronically. GE Healthcare and St. Vincent Health worked very closely to maximize the number of available payer connections for ERA. GE Healthcare also helped St. Vincent Health achieve a very high posting rate for those available payers. Through an accurate and highly automated posting process, St. Vincent Health has reduced manual effort, freeing up posting resources to focus on other critical areas.

**Centricity Business—Enterprise Task Manager.** Enterprise Task Manager (ETM) has helped St. Vincent Health simplify business activities and increase staff productivity by analyzing, prioritizing, and delivering relevant information to the appropriate individuals for rapid follow-up. By streamlining accounts receivable processes, staff are able to work through a greater volume of A/R problems each day, maximizing recovery while minimizing delays.

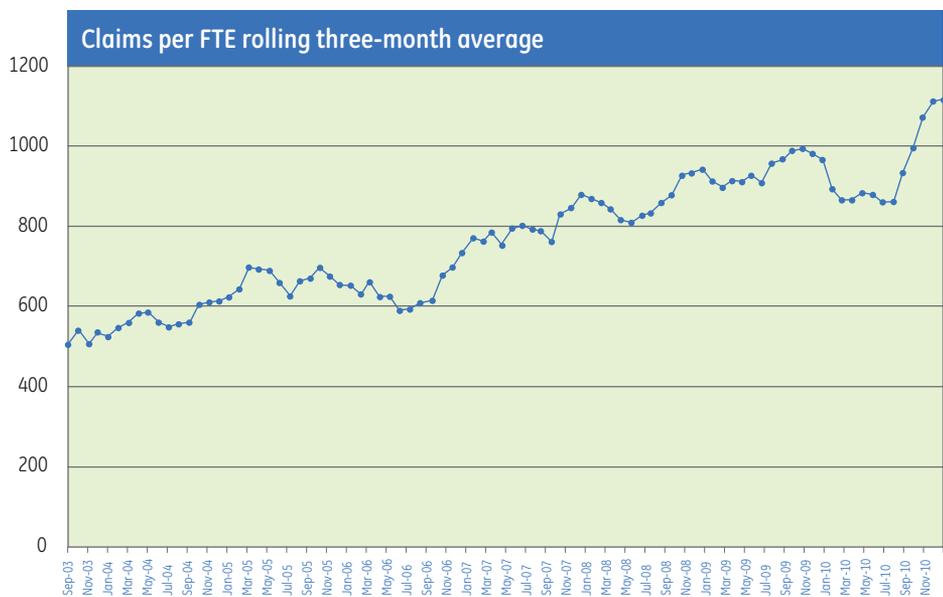
“ETM has brought a lot of efficiency to my operation,” Axelson said. “I’ve been able to lower rejections on the front end and work more efficiently on the back end with fewer resources.”



ETM allows St. Vincent Health to streamline the specific claim edit follow up that is required. This allows for greater efficiency in the workplace and centralized reporting on rejections and staff productivity. St. Vincent Health also uses ETM to capture ERA denial or rejection information, further enhancing the workflow process by triggering actions to the appropriate user who is responsible. In addition, ETM is used to provide immediate access to Explanation of Benefits (EOB) correspondence, and medical documents via scanned images. This expedites the resolution process.

ETM provides even greater value through a standard and consistent process in conjunction with GE Healthcare’s best practices for TEST Eligibility Verification Edits, Pre-Adjudication Claim Edits, and Post Adjudication Denials and Rejections. This allows St. Vincent Health to create work lists that are configured to deliver the right information to the right person at the right time. This is extremely valuable in running a highly efficient and successful revenue cycle operation.

Using ETM has also made it easier for St. Vincent Health to adhere to organizational policies and procedures. Access to current organizational policies within the workflow decreases training time and improves adherence to standards and practices.



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## Achieving Results

St. Vincent Health recognized the value of using GE Healthcare’s innovative EDI technology and integration to help redesign their business processes, including online work lists, automated task management, and payer edit integration. St. Vincent Health was able to change their business process to achieve an accelerated and more efficient revenue cycle, thus reducing their costs, and streamlining their accounts receivable.

Through proactive monitoring, automation, and standardization, Centricity EDI Services has helped St. Vincent Health achieve measurable improvements that have impacted their ROI. “We’ve been able to lower our days in A/R significantly using fewer staff members, while claims volume has increased,” says Axelson. “The bottom line is that we’re getting better results at lower costs.”

**Reduced rejection rate.** St. Vincent Health reduced its eligibility rejection rate from 2% in 2009 to 0.8% in 2010 after rolling out the new process.

**Decrease in cost to collect.** By increasing collections and reducing expenses, St. Vincent Health has driven down the cost to collect from 8.3% in 2008 to 6.3% in 2010.

**Increase in number of claims per FTE.** The number of claims worked per FTE has increased from 908 in 2009 to 1113 in 2010, a productivity increase of 26%.

St. Vincent Health is able to significantly increase the number of claims with a much smaller increase in the number of staff.

**Fewer days in accounts receivable.** St. Vincent Health has been able to sustain improvement in days in A/R, despite expansion and higher claim volumes. Over the last two years, St. Vincent Health has further decreased days in A/R from 39 days to 29 days.

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## About GE Healthcare

GE Healthcare provides transformational medical technologies and services that are shaping a new age of patient care. Our broad expertise in medical imaging and information technologies, medical diagnostics, patient monitoring systems, drug discovery, biopharmaceutical manufacturing technologies, performance improvement and performance solutions services helps our customers to deliver better care to more people around the world at a lower cost. In addition, we partner with healthcare leaders, striving to leverage the global policy change necessary to implement a successful shift to sustainable healthcare systems.

Our “healthymagination” vision for the future invites the world to join us on our journey as we continuously develop innovations focused on reducing costs, increasing access, and improving quality around the world. Headquartered in the United Kingdom, GE Healthcare is a unit of General Electric Company (NYSE: GE). Worldwide, GE Healthcare employees are committed to serving healthcare professionals and their patients in more than 100 countries. For more information about GE Healthcare, visit our website at [www.gehealthcare.com](http://www.gehealthcare.com)

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