TruBridge

Improve productivity and get paid faster with TruBridge Software

Minnesota hospital improves business office efficiency with excellent results using the TruBridge Revenue Cycle Management Product

Introduction

For rural health care providers, waiting can be hard, especially when it comes to receiving payments. With ever-changing governmental rules and regulations, slim reimbursement margins, and payer contract alterations, a solid revenue cycle management (RCM) solution has never been more important.

Healthcare providers are turning to technology more and more in an effort to increase productivity while lowering costs. As a result, RCM providers must focus on not only delivering a quality product, but supporting that product the best way possible, as quickly as possible.

For Glacial Ridge Health System, located in Glenwood, MN, that support, or lack thereof, prompted them to review their RCM options.

"(Our previous RCM vendor), their support went right down after we starting working with them," said Clinic Biller Stacee Jergenson. "And even when it was up, it wasn't all that great," added Business Office Manager Nancy Pederson. "We would wait three or four months to get something fixed."

Case Study Highlights:

- Glacial Ridge Health System is a 19-bed Level IV Trauma Center and Acute Stroke Ready Hospital in Glenwood, MN

- They use the TruBridge Claims Scrubbing and Submission, Remittance Management and ERA Retrieval modules

- With TruBridge, their business office is more productive and they are getting paid faster

- Glacial Ridge credits the TruBridge client support, implementation, and first-pass claims submission rate for their revenue cycle success

The disappointing level of support experienced by Glacial Ridge Health System is not unique. Many healthcare providers find themselves dealing with large, inflexible RCM vendors that are slow to adapt to the rapidly evolving healthcare marketplace. "With our previous vendor, if you wanted to change something they would say, 'Just because you want it doesn't mean other people want it, and if we get three requests, we might do it,'" Pederson said.

"When you call TruBridge or email them, you get an answer within three hours," Jergenson said. "When you're doing your billing, you want your bills out the door."

"You don't have time to wait for six weeks for a solution. Very rarely have I even had to wait 24 hours for TruBridge to get back to me."

Team members at TruBridge say this is something they hear every day which is why TruBridge and its parent company, CPSI put so much focus on support.

"One of the things that differentiates TruBridge from other RCM companies is their excellent client support," said CPSI Vice President of Industry Marketing, Chris Schoenrock. "Payer edits are the primary reason clients call their RCM software vendor. Not only does TruBridge offer the most comprehensive set of claim scrubbing edits available in the market—and give you control over them—they provide industry-leading support when their clients make payer edit requests."

Why TruBridge

Pederson said that when it came to finding a new revenue cycle management solution, word-of-mouth was one of the greatest drivers in choosing TruBridge.

"At some of the meetings we were at, people were saying how great TruBridge was," said Pederson. "So we did some pricing, but for the most part, TruBridge came in with the best price and the best product."

During the sales process, Pederson and Jergenson found that the TruBridge team was knowledgeable not only about RCM, but also the situations that Glacial Ridge was facing.

The Solution

TruBridge's commitment to providing best-of-breed revenue cycle management software has resulted in a superior product that is designed to meet and exceed client needs both today and well into the future. Built to be both robust and flexible, once patient and payer information is in the system, it can be utilized in any of the TruBridge modules, allowing staff to access and update information at any time.

"They have the EOB – Explanation of Benefits – stored right in the system where I can quickly access them. To me, that's huge," said Pederson. "If someone is on the phone asking questions about a bill, you can just look and see how it got paid, why it went to the deductible—those kinds of things. It just saves a large amount of time we would otherwise have to spend digging through old remits."

"You can also follow the whole history of a claim. I can go back to a claim from 2012 (when we started using TruBridge), and click on that claim," said Jergenson. "You can see what claims were sent out, what EOBs came back in, if there was a hospital claim on that same date of service—all of that will be attached to the history. It tells me everything that has to do with that claim, anyone that's touched it."

TruBridge offers a complete solution that handles all aspects of revenue cycle management for hospitals, healthcare systems and skilled nursing organizations. For nearly 30 years, the hands-on approach of TruBridge has helped their clients maximize reimbursement while increasing productivity. The TruBridge solutions are tailored to each organization's unique needs, which was experienced by Glacial Ridge Health System.

"The system is pretty self-explanatory," Jergenson said. "You don't have to be an IT person to figure it out. You just answer the questions and the system does the rest for you."

Clients have praised TruBridge's ability to not only offer a superior product, but to also strike a strong equilibrium between product, implementation and support.

"It is not always easy as a software vendor to balance the so-called 'three-legged stool.' You always want to put equal energy into your product, your implementation and your support," Schoenrock said. "If one of them gets a little too much, then the other one probably gets not enough. What I've seen with TruBridge is they do a superior job of keeping the three-legged stool in balance."

Implementation and Support

No matter how powerful a solution is, if it's not implemented properly, it loses its strength. TruBridge understands this and takes the implementation process to the next level.

"The TruBridge implementation was top-notch. The TruBridge team knew their stuff. If you had a question they got it answered for you right away," said Jergenson. "They came here and I think they were here for a week to train us. It was extremely smooth."

TruBridge works closely with each client to ensure they understand the software and have the knowledge to fully utilize it. This includes on-site training and continued contact well after the implementation.

About Glacial Ridge Health System

Glacial Ridge Health System operates as a 19-bed Critical Access Hospital in Glenwood, MN, that is designated a Level IV Trauma Center and an Acute Stroke Ready Hospital. The system has rural health clinics in Glenwood MN and Brooten MN, serving the Pope County area and beyond.

"Mary was the one that did our implementation. She would come back once a week and she was a phone call away if you needed something," Jergenson said. "With her on-site, it's much easier to explain questions. They can be looking at your screen."

With revenue cycle management, payer connections are vital. If you are unable to get your claims to the payer, your income stream is severely hampered. TruBridge reduces the stress of signing up with each individual payer.

"They did all the legwork. They put in our numbers and they did all the paperwork. All we had to do was sign them and fax them off," said Pederson. "That is a fantastic feature to me. They know what box to check, so everything comes out with the little check boxes done, and all you have to do is sign it and send it off."

Glacial Ridge was also very impressed by the level of knowledge and responsiveness of the TruBridge support team following the implementation.

"When I contact TruBridge, I'm confident that they know what they're talking about," Jergenson said.

"My expectation is that when we call them, we should have issues taken care of within a couple of hours, a day on the outside," Pederson said. "I know we're going to get an answer."

Results with TruBridge

When you send your claims over to TruBridge, if there is an error, the claims are stopped right there. Before we started using TruBridge, everything just went right to the payer. We would get the rejection back and have to start the whole process over again," said Jergenson. "With TruBridge, issues are found within a day rather than 30 days. On some payers you don't get your rejection back until two or three weeks down the road.

"When you're not waiting to find out if your claim is correct or not, you get paid faster," Jergenson said. "Our claims are getting paid faster than before."

In addition to getting paid faster, both Jergenson and Pederson credit TruBridge for increased employee productivity. "I'm sure the productivity has gone up," said Pederson. "Also, the stress level has gone down."

But for Pederson, there is one major benefit from a system like TruBridge she always points out when asked.

"I talk about the ease of use. Of course I talk about the support. It's a lot easier system to work in than others we have used and seen," Jergenson said. "TruBridge tells me the reason behind any errors I get. I don't have to go figure out, which saves me a lot of time."

The Path to Performance